

Lutheran Family Services Position Description

Position Title: Crisis Response (Douglas, Dodge, and Washington Counties) Program Supervisor
Paygrade: J **Effective Date:** December 2011
Reports to: Clinical Supervisor Region 6 **Appointed By:** Clinical Supervisor Region 6
Region: Eastern Region **Location:** Eastern Region as Assigned
FLSA Status: 0 Non-Exempt X Exempt

LFS Mission Statement:

Lutheran Family Services expresses God's love for all people by providing quality human care services that build and strengthen individual, family and community life.

LFS Values:

Respect all people, families and communities. The pursuit of excellence is achieved through the education of staff and the celebration of diversity, collaboration and change. Integrity, accountability and teamwork are values that guide our communication and work in a manner that upholds the Agency's reputation and Christian value base.

Job Purpose:

Develop and coordinate the implementation of the Douglas, Dodge, and Washington Counties Crisis Response Program; provide staff supervision and oversight; provide direct service during on-call back-up; provide educational mental health services to law enforcement, individuals, groups and families.

Essential Job Duties:

Program Marketing and Development

- Develop and coordinate implementation of the Crisis Response Program.
- Develop and coordinate an effective post-crisis response service with The Salvation Army Emergency Community Health and Lutheran Family Services Urgent Care Program services.
- Develop specific procedures, forms, and program plans.
- Develop and implement and promote law enforcement workshops and classes for use of the Crisis Response Program.
- Oversee the development and maintenance of the services for evaluation purposes.
- Monitor the overall budget including collaboration with Vice President of Finance to ensure financial information is accurately reported.

Program Coordination

- Monitor program activities to identify strengths and areas in need of improvement.
- Ensure follow-up recommendations for clients include continuity of care.
- Provide program information on a regular basis including outcomes, written reports and statistical data.
- Design and deliver educational workshops and classes to meet the identified needs of the area law enforcement agencies.
- Develop a positive working relationship with Douglas, Dodge, and Washington Counties law enforcement.
- Assist in the promotion of services, workshops and classes for law enforcement.
- Collaborate with other community professionals working with clients.

Staff Supervision

- Hire, train and supervise Crisis Response Program staff.

Service Delivery

- Follow Agency policies and procedures and provide back-up on-call services.
- Provide emergency crisis coverage 24/7 to law enforcement officers for adults/youth exhibiting behavioral health crisis; calls from law enforcement must be answered within 2 minutes, and be on-

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills, and abilities required of individuals so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties and responsibilities.

site with law enforcement within 30 minutes of receiving the initial call. Although it is expected that the service provider attempt to meet the time requirements, every LFS employee is instructed and required to obey all traffic laws including posted speed limits, and that no employee is in any way authorized to disregard traffic laws or speed limits.

- Provide consultation and referral coordination for adults in behavioral health crisis when called for assistance from law enforcement.
- Integrate cultural considerations into crisis response services delivery.

Record Keeping

- Maintain timely, legible records of program services per established program and Agency standards.
- Maintain documentation of supervision with clinical supervisor/supervising practitioner, when applicable.

Community Relations

- Maintain positive working relationships with local law enforcement, and appropriate public and private human services organizations.

Professional Growth and Development

- Participate in regular supervision sessions for the purpose of reviewing cases, discussing treatment strategy, and monitoring client progress.
- Continue personal and professional growth and development through reading, research, workshops, seminars and other strategies that will broaden knowledge on therapeutic approaches and techniques.
- Attend and participate in local, regional and statewide staff meetings for the purpose of supervision, team building and program planning.
- Participate in agency and program required training.

Professionalism and Confidentiality

- Keep all client names, information and other Agency business confidential.
- Guard client confidentiality in waiting areas, during phone contact, and in handling of records.
- Maintain all record security procedures.

Interpersonal Relationships

- Maintain a positive respectful demeanor in all contacts with staff and the public.
- Seek needed guidance in handling difficult client situations and establishing priorities for the job.
- Work to build positive productive relationships with other staff.

Other

- Other duties as assigned.

Job Requirements:

- Master's degree from an accredited college in a human service program which provided preparation for professional counseling.
- Licensed as, or eligible for, mental health practitioner in the State of Nebraska.
- Personal convictions which are comparable with the philosophy and goals of the Agency.
- Excellent written and verbal skills as well as demonstrated marketing experience and skills.
- Demonstrated understanding of and ability to work with persons of diverse cultural backgrounds.
- Regular and predictable attendance required.
- Valid vehicle operator license, proof of liability insurance and ability to drive for Agency business.
- Transportation that ensures timely response to person in crisis and law enforcement.
- Commitment to the mission of Lutheran Family Services.

Hiring Manager Signature _____ Date _____

Employee Signature _____ Date _____

Director Human Resources _____ Date _____

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