

**LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.
JOB DESCRIPTION**

DATE ESTABLISHED: 07/01/08
DATE LAST AMENDED: 09/14/23

TITLE OF POSITION: Crisis Services Program Director

POSITION NUMBER: 41-07

PROGRAM: Crisis Services

MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS:

This position requires a minimum of a Master's degree and licensure in Florida as a Marriage & Family Therapist, Licensed Clinical Social Worker, Mental Health Counselor or as a Psychologist. Additional minimum requirements include: 7 years of post-degree mental health services experience with at least two years of supervisory experience. Experience in crisis intervention services and/or within a psychiatric inpatient unit is required.

Non-violent crisis intervention training is also required for this position.

Compliance with minimum standards for screening of mental health personnel as contained in Florida Statute 394.4572.

SUPERVISOR: President & Chief Executive Officer

POSITIONS SUPERVISED: Crisis and Mobile Response Component Directors; Crisis Stabilization Unit (Inpatient) Supervisor; Office Manager

WAGE AND HOUR STATUS: Exempt: X (Executive)

DESCRIPTION OF DUTIES AND RESPONSIBILITIES¹:

ESSENTIAL FUNCTIONS (Essential functions of this position are listed below. The position also includes additional functions as needed and/or assigned by supervisor.)

1. Ensure that the program operates in accordance with: (a) policies and procedures of the Life Management Center of Northwest Florida, Inc., (b) contract provisions, (c) legal rules and regulations, (d) licensure and accreditation requirements, and (e) ethical and professional standards.
2. Serve as a member of the Senior Management Team. Collaborate with the President/Chief Executive Officer and other Senior Management Program Directors to formulate and achieve the Center's objectives.

¹ Expectations regarding quality and quantity of work are further delineated in the criteria-based performance appraisal.

3. Plan and coordinate operations for a psychiatric inpatient program to include 24/7 crisis/emergency services and inpatient treatment services. More specifically, this includes the management and coordination of the Center's emergency and crisis intervention services, the crisis stabilization unit's inpatient admission and treatment services and the Center's mobile response team. Organize staff to most effectively subdivide the work of the program and assign responsibility and delegate authority as necessary to accomplish this work. Provide after-hour staff consultation as needed.
4. Provide direct care of patients if needed and if the need arises and as assigned.
5. Supervise and develop program staff. Initiate personnel decisions to include interviewing, hiring, coaching, disciplinary processes, and termination of employment as necessary.
6. Construct program budgets and achieve program fiscal objectives. Coordinate with funding entities to include commercial insurance, managed care contracts, and other subcontracted revenue sources.
7. Respond to the behavioral health needs of persons in our community by developing new mental health services and by securing new service contracts, fund sources or grants.
8. Establish proper liaison with other agencies and community groups to further the objectives of the program and the Center.
9. Ensure that quality assurance and improvement practices are established, reviewed, monitored and conducted for the Center's crisis/emergency services, mobile response team and inpatient CSU services. Participate in the Center's Quality Review Committee.

Physical Requirements:

Activity	Expectation			
Standing	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Sitting	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent	<input type="checkbox"/> None
Driving vehicles	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Lifting and/or carrying	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Bending and/or stooping	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Climbing Stairs and/or Ladders	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Walking or Moving (between offices, other facilities, etc.)	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/> None
Other (lift above waist/reaching etc., please explain)	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	

Speaking: ☒ Yes ☐ No
Hearing: ☒ Yes ☐ No
Reading Comprehension: ☒ Yes ☐ No
Repetitive motion with hands, wrists, arms (e.g., keyboard, typing, handwriting, etc.) ☒ Yes ☐ No

Ability to lift and carry up to 15 pounds. ☐ Minimal ☐ Moderate ☒ Frequent
Ability to handle stressful situations: ☐ Minimal ☐ Moderate ☒ Frequent

	Infrequent	Occasional	Frequent	N/A*
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Travel Same Day	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel Overnight	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overtime (Non-Exempt only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Holidays/Weekends	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shift Work (PMs/Midnights)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* Not Anticipated

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. ADA Accommodations will be reviewed for persons with disabilities. We reserve the right to assess undue hardship that results from the provided accommodation and may need to rescind such reasonable accommodation if undue hardship results.

Copy received by:

Employee

Date _____

Supervisor

Date _____