

LIFE MANAGEMENT CENTER, INC.
POSITION DESCRIPTION
Last Revised 09/29/2026

Incumbent's Name: Job Title: Central Receiving Facility Team Leader Classification: Exempt	Employment Status: Regular/Full-Time Reports To: Crisis Services Program Director Supervises: CRF Counselors, Peer Specialist, Admissions Specialists
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Mission Statement:

It is the mission of Life Management Center to inspire confidence and respect as a provider of comprehensive behavioral care and family counseling services and to be a valued partner in the alliances that promote the health and quality of life of our community and its members.

JOB SUMMARY:

Serves as the Team Leader and Supervisor of the Central Receiving Facility (CRF) staff. Under the direction of the Program Director, coordinates the inpatient functions and operation of the CRF in accordance with established policy, plans, and procedures. Provides direction to and oversight of department functioning to insure appropriate implementation of department staff schedules, unit and departmental meetings, education and training plans and schedules. Serves as a CRF Counselor when needed.

ESSENTIAL/CORE JOB-SPECIFIC DUTIES AND RESPONSIBILITIES

1. Serves as direct supervisor for unit staff including CRF Counselors, Admissions Specialists, and Peer Specialists. Provides and documents formal supervision in accordance with agency policy/staff needs.
2. Establishes annual performance indicators and planned improvements for the unit in conjunction with administration. Completes a monthly monitoring review and evaluation of the quality and appropriateness of care and documentation to ensure that all policies and procedures are followed. Takes lead role in promoting and implementing performance improvement processes within the unit.
3. Serves as a Liaison between all receiving facilities, emergency departments, and law enforcement agencies to promote cooperation and excellent working relationships.
4. Develops and maintains a formal Procedure Manual which contains the unit procedures, guidelines, etc. governing the unit operations. Conducts annual review and update for all procedures.
5. Provides and/or arranges for orientation, training and education of all unit staff in accordance with Agency policy and applicable procedures, rules and regulations. Monitors staff

compliance and completion of orientation and training plans. Coordinates formal development and implementation of regular in-service training plan and program for unit staff.

6. Coordinates/conducts recruitment and recommendations for hiring of all new unit staff in conjunction with Inpatient Director in accordance with established Agency Personnel Policies.
7. Provides face-to-face crisis intervention, assessment, and screening for scheduled and unscheduled individuals requesting services on their own behalf, as well as those referred by family, law enforcement, courts, community agencies, in-house referrals, etc. as needed
8. Assists CRF staff in all tasks conducted in the unit, as appropriate and as needed.

OTHER JOB-SPECIFIC:

1. Conducts at least bi-monthly departmental meetings. Documents and disseminates meeting minutes.
2. Attends Inpatient Services program and staff meetings, quarterly center-wide supervisors' meetings and other agency committee and staff/program meetings as directed by Inpatient Director.
3. Maintains current knowledge of Agency Policy, JC standards, CMS, C&F/ADM regulations, and AHCA Licensure regulations, and Baker Act and Marchman Act laws and regulations. Provides staff and Agency training, as indicated.
4. Completes staffing monthly schedules and communicates with staff regularly to fill vacancies. Serves as a replacement for vacant/absent CRF Counselors or Care Coordinators, as needed, including nights and weekends. May be required, at the discretion of the Program Director, to complete an extended work shift or schedule to ensure completion of essential duties or adequate coverage of the unit/program for safety/security purposes.
5. Responds to "code green" paging, as available, to provide client management, aggression control, and/or security assistance as needed.

CLINICAL COMPETENCIES/PERFORMANCE

1. Demonstrates knowledge and skills to systematically obtain, analyze, and interpret relevant data and information to determine treatment recommendations and priorities.
2. Demonstrates knowledge about substance abuse, dependence, and other addictive behaviors and their treatment. Demonstrates ability to screen for psychoactive substance toxicity, intoxication, withdrawal symptoms, and co-existing mental health problems; and determine the client's readiness for treatment and change.

3. Demonstrates ability to screen for danger to self or others.
4. Demonstrates understanding of the range of treatment needed and knowledge of available treatment resources and their appropriate use in formulating with the client mutually agreed-upon treatment goals and measurable objectives.
5. Therapeutic Relationships/Ethics: Effectively establishes rapport, maintains appropriate therapeutic relationships, empathizes and communicates with clients. Respects and ensures protection of client rights and confidentiality/ privacy. Demonstrates knowledge of and adherence to accepted ethical and professional standards of conduct.
6. Demonstrates knowledge and skills to provide trauma informed care.

CENTERWIDE EXPECTATIONS

1. Performance Improvement: Initiates efforts to improve job, program, or Agency performance and quality of services. As appropriate, participates in LMC's performance improvement initiatives or activities (e.g., work teams, committees, etc.).
2. Initiative/Acceptance of Responsibility: Demonstrates self-motivation and self-reliance. Performs tasks willingly and carries out assigned duties. Adjusts to peaks in workload; demonstrates flexibility and adaptability to change. Performs additional responsibilities as needed/required.
3. Attitude/Customer Relations: Demonstrates a positive, supportive, respectful and helpful attitude in interactions with all clients, visitors, other employees and the public. Contributes to cohesive group relationships; uses open communication to identify and resolve problems in and between units/departments.
4. Patient Safety: Demonstrates a commitment to ensuring services provided/job performed promote and maintain a culture of patient safety throughout the agency. Effectively communicates and proactively identifies risks to help reduce errors and other factors that may contribute to unintended adverse outcomes.
5. Performance Appraisal: Conducts or assures completion of the formal performance appraisal process for assigned staff and programs. Maintains at least 90% compliance with on-time completion and submission to HR for assigned appraisals.
6. Attendance: Observes assigned work hours, use and scheduling of leave, and punctuality. Provides notification of absences, tardiness and leave requests in accordance with the Agency's policies and procedures. Respects length of time taken for lunch breaks and work breaks.
7. Training and Education: Maintains compliance with required training in accordance with established time frames. Seeks opportunities to increase knowledge and competencies which benefit the position, program or Agency.

8. Other duties as required: Complies with changes in duties and assignments in a positive and cooperative manner.

QUALIFICATIONS:

- Minimum of Master's degree from an accredited university or college, in human services field; LCSW, LMHC, or clinical Ph.D.

Education/Experience:

- A minimum of two (2) years of work experience in mental health field, including at least one year of crisis counseling/management. Inpatient psychiatric experience preferred.
- A minimum of one (1) year of work experience in substance abuse assessment, treatment, or detoxification program.

Licensure or Certification:

- LCSW, LMHC, or clinical PhD required.
- Must maintain current CPR, CPI and First Aid certifications.
- Must possess a valid Florida driver's license and maintain Center approval as an Authorized Driver.

Competency/Skills

- Ability to evaluate and monitor service delivery and implement corrective actions plans.
- Ability to understand and apply applicable rules, regulations, policies and procedures.
- Demonstration of leadership qualities and the ability to determine work priorities, assign work and insure proper completion of work assignments.
- Ability to develop and recommend guidelines, procedures, policies and standards. Competency in management and problem solving techniques.
- Ability to actively listen to others and to establish and maintain effective working relationships demonstrating understanding, patience and tact in dealing with patients, personnel and the general public.
- Ability to communicate effectively verbally and in writing.
- Ability to supervise people.
- Ability to obtain and interpret information in terms of client's needs.
- Understanding of the range of treatment needed.
- Ability to establish and maintain therapeutic relationships, empathize, and communicate with clients and family members.
- Ability to maintain complete and up-to-date client record documentation.
- Ability to manage aggressive behavior.

Knowledge

- Knowledge of supervisory or administrative principles and practices.
- Knowledge of theories and practices in counseling and of accepted therapy techniques.
- Knowledge of JC, AHCA, C&F, CMS standards and regulations.
- Knowledge of Baker Act and Marchman Act laws and regulations.
- Knowledge of community services for linkage purposes.
- Knowledge of utilization management.

- Knowledge of special needs and treatment approaches for adult /child mental health/substance abuse clients.
- Knowledge of available treatment resources and appropriate utilization.
- Understanding of QI tools and techniques and ability to apply them.
- Knowledge of new patient registration screening process and scheduling of appointments.

WORKING ENVIRONMENT/PHYSICAL DEMANDS:

Definitions for the frequency of occurrence:

Not Applicable (does not perform this activity)

Occasionally (performs activity up to 33% of the time)

Frequently (performs activity 34% to 66% of the time)

Continuously (performs the activity 67% to 100% of the time)

<u>Working Environment</u>	<u>N/A</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Works inside	☐	☐	☐	☒
Works outside	☒	☐	☐	☐
Office setting, business or clinical	☐	☐	☐	☒
Works in well- lighted, temperature- controlled facility	☐	☐	☐	☒
Works in confined quarters	☒	☐	☐	☐
Works in community settings	☒	☐	☐	☐
Provides services in client's natural environment	☒	☐	☐	☐
Exposure to communicable diseases	☐	☐	☒	☐
Exposure to excessive noise	☐	☐	☒	☐
Exposure to marked changes in temperature and/or humidity	☒	☐	☐	☐
Exposure to dust, fumes, gases, radiation, Microwave	☒	☐	☐	☐
Drives motorized equipment	☒	☐	☐	☐
Travels for work.	☐	☒	☐	☐

Must report as regularly scheduled during severe weather conditions (e.g. tropical storm, hurricanes, etc.) to ensure continuation of essential program service unless otherwise instructed by supervisor or prevented from reaching work station (e.g. roads flooded, driving restricted by law enforcement, etc.) Any delays must be communicated directly to the responsible supervisor.

Required **N/A**



<u>Mental Demands</u>	<u>N/A</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Problem solve.	☐	☐	☐	☒
Make decisions	☐	☐	☐	☒
Supervise	☐	☐	☐	☒
Analyze and interpret data	☐	☐	☐	☒
Organize	☐	☐	☐	☒
Communicate orally and in writing	☐	☐	☐	☒

Works under mental stress to meet deadlines ☐ ☐ ☐ ☒

<u>Physical Demands</u>	<u>N/A</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Standing	☐	☐	☐	☒
Walking	☐	☐	☐	☒
Sitting	☐	☐	☐	☒
Balancing	☐	☐	☒	☐
Stooping	☐	☐	☒	☐
Kneeling	☐	☐	☒	☐
Crouching	☐	☐	☒	☐
Crawling	☐	☐	☒	☐
Reaching/working overhead	☐	☐	☒	☐
Keyboard use/repetitive hand motion	☐	☐	☐	☒
Climbing	☐	☐	☒	☐
Pushing	☐	☐	☒	☐
Pulling	☐	☐	☒	☐
Lifting (<u>up to 50 lbs</u>)	☐	☐	☒	☐
Carrying (<u>up to 50 lbs</u>)	☐	☐	☒	☐
Manual dexterity, audio-visual acuity to operate various business machines and computerized informational systems	☐	☐	☐	☒
Operate heavy duty equipment	☒	☐	☐	☐

OSHA CATEGORY(BLOOD BORNE PATHOGEN EXPOSURE)

	<u>Category</u>	<u>N/A</u>
Category 1: Position routinely involves potential exposure to blood, Body Fluids or tissue. Position routinely participates in emergency patient care such as First Aid, CPR and seclusion/restraint, or handling of biomedical waste, or other procedures involving potential exposure.	☐	☒
Category 2: Positions normal work routine involves no exposure to blood, body fluids or tissue but potential exposure as in emergency or unplanned situations, such as First Aid, CPR or seclusion/restraint, could occur and may be required as a condition of employment.	☒	☐
Category 3: Position does not involve exposure to blood, body fluids or tissue. Position is not required to perform CPR, help in emergency seclusion/restraint or provide First Aid.	☐	☒

DISCLAIMER:

The statements contained herein reflect general details as necessary to describe the principle functions of this position. This is not intended to be an exhaustive list of all responsibilities, tasks, skills, efforts, working conditions or similar behaviors, attributes or requirements associated with this position. The omission of specific statements or duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Individuals may be required to perform other duties as needed. This document describes the position currently available. It is not an employment contract. Life Management Center, Inc. reserves the right to modify position duties and position descriptions at any time.

I have read this Position Description, understand its contents and agree to work in accordance with the requirements of the position and to perform all duties and maintain all standards in accordance with Agency policies and procedures. I understand and accept that I may be required to work in any location under the Agency's service areas.

Employee Signature

____/____/____
Date

Supervisor Signature

____/____/____
Date

A copy of this position description was provided to me on ____/____/____.
Employee Initial: _____

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