LIFE MANAGEMENT CENTER, INC.
POSITION DESCRIPTION
Last Revised

Incumbent's Name:
Job Title: Hope Apts. Unit Supervisor (TCM)
Classification: Non-Exempt

Employment Status: Regular/Full-Time
Reports To: Adult Services Supervisor

Mission Statement:
It is the mission of Life Management Center to provide comprehensive, integrated care that promote the health and quality of our community members.

JOB SUMMARY:

Coordinates clinical operations for education, care, and continuity of placement for residents and provides services in accordance with established Agency policies and procedures (e.g., Client Record Handbook, clinical practice guidelines, Agency policy, etc.).

ESSENTIAL/CORE JOB-SPECIFIC DUTIES AND RESPONSIBILITIES

1. Serves as Program Manager and communicates resident and facility status to Program Supervisor. Ensures program compliance with applicable licensure requirements. Coordinates annual site visit preparation efforts. Develops and implements corrective action plans as needed. Conducts adverse incident review process and implements improvements.

2. Serves as Targeted Case Manager for Hope Apartment residents. Maintains treatment plans, admission and annual assessments, consents, state reporting, and progress notes in accordance with the Client Record Handbook and AHCA guidelines.

3. Monitors residents' progress, functioning, and compliance with treatment. Tracks psychiatric and medical appointments and monitors residents' self-administration of medication.

4. Develops and updates individualized Client Service Plans (CSPs) for assigned cases in accordance with Client Record Handbook. Meets requirements of 90% of CSP/SPR completed.

5. Provides education, prompting, and positive reinforcement of applicable activities of daily living (housekeeping, shopping, transportation, laundry, personal hygiene, employment, healthcare, etc.) in accordance with treatment plan objectives.

6. Responsible for the referral process of Satellite Apartments. Conducts screenings, tracks referrals, and staff potential residents with Supervisor. Completes the intake and orientation process. Conducts outreach as needed.

OTHER JOB-SPECIFIC:

1. Serves as Safety Officer. Coordinates and/or oversees safety orientations, environment of care

inspections, fire drills, disaster drills, and the promotion of safety and security in accordance with Agency policy. Initiates work orders to address all maintenance or safety issues to promote a safe and therapeutic environment. Monitors and ensures apartment cleanliness, order, safety, and security.

2. Meets Service Productivity standard of at least 50% (or 4 out of 8 work hours) and completes Progress Notes for all service activities in accordance with Client Record Handbook specifications and Agency business/clinical ethics standards.

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 Life Management 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 work load; 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:

Education/Experience:

- Bachelor's degree from an accredited university or college with a major in counseling, social work, psychology, criminal justice, nursing, rehabilitation, special education, health education, health science, or a related human services field;
- One year of experience working with individuals with severe and persistent mental illness.
- Or other Bachelor's degree from an accredited university or college with three years full-time or equivalent experience working with adults experiencing serious mental illness.
- Residential operations and supervisory experience preferred.
- Maintain current CPR, CPI and First Aid certifications.

Licensure or Certification:

- Maintain current CPR, CPI and First Aid certifications.
- Possess a valid Florida driver's license
- Maintain Agency authorization as a Designated Driver.

Competency/Skills

- Ability to complete client documentation and assist in developing treatment plans. Ability to conduct group treatment sessions and activities and insure that activities and assignments are carried out on schedule.
- Ability to make behavioral assessments.
- Ability to actively listen to others and to establish and maintain effective working relationships while demonstrating understanding, patience and tact in dealing with patients, personnel and the general public.

- Ability to plan, organize and coordinate work assignments. Must be able to communicate effectively verbally and in writing.
- Ability to supervise people.
- 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.
- Ability to systematically obtain, analyze, and interpret relevant data and information to determine treatment recommendations and priorities.
- Ability to screen for aggression or danger to others, and potential for self-inflicted harm or suicide.
- Ability to effectively establish rapport, maintain appropriate therapeutic relationships, empathize and communicate with clients.
- Ability to manage aggressive behavior.

Knowledge

- Knowledge of the principles and practices of the behavioral sciences.
- Knowledge of counseling techniques and practices and of the principles and practices related to social work.
- Knowledge of community services for linkage purposes.
- Knowledge of supervisory techniques.
- Knowledge of special needs and treatment approaches for children/adolescent clients.
- Knowledge of growth and development.
- Knowledge of range of treatment needed and available resources.
- 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.
- Knowledge of accepted ethical and professional standards of conduct.
- Knowledge of PI tools and techniques and ability to apply them.
- Knowledge of patient safety principles and practices.

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)

Working Environment	N/A	Occasionally	Frequently	Continuously
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	☐	☐	■	☐

	Required	N/A
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.	■	☐

Mental Demands	N/A	Occasionally	Frequently	Continuously
Problem solve	☐	☐	☐	■
Make decisions	☐	☐	☐	■
Supervise	☐	☐	☐	■
Analyze and interpret data	☐	☐	☐	■
Organize	☐	☐	☐	■
Communicate orally and in writing	☐	☐	☐	■
Works under mental stress to meet deadlines	☐	☐	☐	■

Physical Demands	N/A	Occasionally	Frequently	Continuously
Standing	☐	☐	☐	■
Walking	☐	☐	☐	■
Sitting	☐	☐	☐	■
Balancing	☐	■	☐	☐
Stooping	☐	■	☐	☐
Kneeling	☐	■	☐	☐
Crouching	☐	■	☐	☐
Crawling	☐	■	☐	☐
Reaching/working overhead	☐	☐	■	☐
Keyboard use/repetitive hand motion	☐	☐	■	☐
Climbing	☐	■	☐	☐
Pushing	☐	■	☐	☐
Pulling	☐	■	☐	☐
Lifting (**up to 20 lbs**)	☐	■	☐	☐
Carrying (**up to 20 lbs**)	☐	■	☐	☐
Manual dexterity, audio-visual acuity to operate various business machines and computerized informational systems	☐	☐	■	☐
Operate heavy duty equipment	■	☐	☐	☐

OSHA CATEGORY (BLOOD BORNE PATHOGEN EXPOSURE)	**Category**	**N/A**
Category 1: Position routinely involves potential exposure to blood, body fluids or other potentially infectious material. Position routinely participates in emergency patient care such as first aid, CPR and/or seclusion/restraint (CPI)	☐	■
Category 2: Position normal work responsibilities involve no routine exposure but exposure could occur, as in emergencies or unplanned situations, and these work responsibilities may be required as a condition of employment.	■	☐
Category 3: Position does not involve exposure to blood or other potentially infectious material. Position does not perform CPR, emergency care or first aid as a part of his/her duties.	☐	■

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.

NOTICE:
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:_____