

JOB DESCRIPTION

JOB TITLE: Program Supervisor

STATUS: Non-Exempt

JOB SUMMARY

A leader for the clinical programs who engages staff effectively towards quality patient care. The Program Supervisor is responsible for clinical and administrative duties of the Intensive Outpatient (IOP) and Partial Hospitalization (PHP) programs in a high-level of care. Completes assessments and coordinates care for clients enrolled in mental health programs and to those seeking services. Will be part of a fast-paced team of clinicians and physicians.

DUTIES & RESPONSIBILITIES

- Supervise assigned staff and regularly observes staff-patient interactions to ensure high quality client care.
- Complete regular chart audits and provide helpful feedback to program team members and ensure timely corrections.
- Complete assessments and authorizations effectively providing accurate diagnosis and treatment planning within a team environment.
- Welcome new patients entering program ensuring they have agreed to and fully understand program expectations, process, and cost.
- Coordinates day to day program operations, program schedules, census tracking, and team meetings.
- Lead group sessions based on oversight and coverage needs.
- Complete all documentation requirements per state, regulatory bodies, and agency policy.

ESSENTIAL REQUIREMENTS

- Master's degree in Social Work, Counseling or Psychology from an accredited university.

DESIRED QUALIFICATIONS

- Licensed Clinical Social Worker, Marriage and Family Therapist, Mental Health Counselor, or related license in state of employment.

- Experience working in a hospital or IOP/PHP level of care.
- Team management experience and comfort with delegation of staff.

PHYSICAL DEMANDS

- Length of time sitting could amount to 1/3 to 1/2 of shift
- Length of time standing could amount to 1/3 to 1/2 of shift
- Ability to hear and speak to clients on the telephone and in person

COMPETENCY EVALUATION CRITERIA

Supervises assigned staff and regularly observes staff-client interactions to ensure high quality client care.

- Works with Human Resources and Director to ensure that staff receive prescribed orientation and trainings. Identifies staff performance improvement needs, and implementation of performance improvement plans to support staff in meeting acceptable performance standards and job competencies.
- Ensures that effective procedures and personnel policies are established and followed, that facilitate strong liaison relationships and integrated care efforts with referral sources.
- Maintains and audits patient charts for compliance and deficiencies. Reviews treatment plans, assessments, progress notes, and discharges to provide timely feedback for professional growth, regulatory compliance, and program expectations.

Coordinates the daily operations of program including client initial enrollment, ongoing tracking, and discharge of program clients.

- Prepares, maintains and distributes patient welcome packet. Greets visitors, patients and their families entering the program.
- Assists with meal provision for the patients. Prepares monthly menu and assists with special dietary restrictions.
- Completes daily census and assists in the billing process as required.
- Maintains assignment boards, bulletin boards and other communication sources.
- Coordinates schedules, treatment team meetings, presents schedules, prepares and distributes minutes.

- Maintains adequate quantity of forms, materials, and supplies.
- Assists in the preparation of all weekly and monthly reports, as assigned by Clinical Director.
- Effectively participates in the referral development process, as assigned.
- Actively participates in performance improvement and continuous quality improvement (CQI) activities.
- Under the direction of the Director, assists in identifying, developing and/or implementing performance improvement projects for identified programs.
- Other duties as assigned by director.

Conducts individual, group and family therapy or educational sessions as required.

- Displays good theoretical knowledge of psychopathology and good treatment technique for each type of therapy.
- Engages in timely, efficient discharge planning. Works in close conjunction with client and community resources. Shows good knowledge of referral/placement process and available community resources.
- Completes psychosocial evaluations on assigned patients. Displays good interviewing, diagnostic and report writing skills. Complete utilization review and tracking as required.
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- Utilizes feedback regarding performance and uses supervision to improve performance.