



Lafayette County Human Services
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Darlington, WI 53530
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Job Title: Behavioral Health Services Manager
Hours: Regular Full-Time/40 hours per week; Monday-Friday
Pay Range: \$29.02 - \$34.14/hour; plus longevity, if applicable
Department: Lafayette County Human Services
Reports to: Director of Human Services
Supervises: AODA Counselor/Outpatient Therapist (3)
CSP/Crisis Case Workers (3)
CCS staff (2) and contract staff
CCOP & Birth to Three staff (1)

Position Purpose: The employee in this position shall have the responsibility for the management and supervision of the LCHS clinic staff. The employee works with moderate supervision within general policy guidelines and while exercising judgement within acceptable professional standards. On clinical treatment matters, this position reports to and works with the Medical Director (psychiatrist).

Education and Experience Requirement:

- Master degree in Social Work, Psychology, Counseling, or related field is required.
- Three to five years of supervisory experience preferred.
- State of Wisconsin license, such as, Licensed Clinical Social Worker, Licensed Marriage and Family Therapist, or Licensed Professional Counselor is required.
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Requirements of work:

- Familiarity with Wisconsin Statute 51 and, but not limited to, associated administrative codes DHS 34, 35, 36, 63, and 75.
- Plan, develop, administer, and monitor mental health and substance abuse services and programs including; policy and programs, staff and resources coordination to clients and community, client record-keeping, treatment plans, office administrative procedures, client scheduling, program budgets, grant/program writing, statistical reporting, and outpatient forms.
- Supervise (along with Medical Director) Emergency Mental Health Program. Coordinate crisis intervention services including emergency mental health and substance abuse services. Participate in 24-hour on-call duty as clinical consultant.
- Supervise Outpatient Program, Comprehensive Community Services (CCS) Program and Community Support Program (CSP) clinical and professional staff including; caseload/workload assignment, work review, maintain standards, coordinate activities and promote team building, and recommend salary increases, discipline, and discharge.
- Review and ensure compliance with pertinent state and federal regulations, professional standards, program requirements, etc.
- Maintain positive relations with the public by providing information through public speaking, participating in community advisory groups and through the news media.
- Provide information to the Director, County Board Supervisors, the Human Services Board members, and other county agencies as needed on issues of mental health and substance abuse including, preparing the Behavioral Health Services portion of the Human Services Annual Report.

Clinic Manager General Goals: To ensure the provision of comprehensive, community-based services for consumers served by the Clinic. To supervise professional staff for accomplishment of the above.

Examples of Work/Job Duties:

- Conducts regular staff meetings for facilitating communication flow. Disseminates information regarding agency policy and procedures.
- Maintains familiarity with and provides orientation and training to staff in all areas of unit responsibilities, including compatible therapeutic techniques.
- Coordinates information sharing with other units and the community.
- Assists in ensuring referral to and coordination of identified services. Cooperates with other units to maintain productive relationships, ensuring optimum services to consumers.
- Identifies gaps in service delivery, training needs, etc.
- Participates in the employment process.
- Completes performance evaluations and personnel information for all assigned staff persons; subject to the approval of the Director.
- Develops and monitors a staff development plan for staff members in assigned units.
- Plans for the development of needed services, including funding and personnel recommendations.
- Evaluates existing services and recommends changes to improve service delivery.
- Prepares and monitors policies and procedures for internal administration of activities.
- Cooperates in the development, monitoring, and evaluation of programs.
- Participates in meetings for purposes of program review and planning.
- Maintains good community public relations and interprets agency programs to the community.

Physical and Mental Abilities Required to Perform Essential Job Functions:

Language Ability and Interpersonal Communication

- Ability to comprehend and interpret a variety of documents including; client psychological assessments, medical diagnosis and medication recommendations, financial reports, letters and memos, state and federal rules and regulations, manuals, professional journals and papers, job applications, insurance forms, and budget sheets.
- Ability to prepare a variety of documents including; client records, social histories, performance evaluations, diagnostic reports, letters, court reports, and financial applications.
- Ability to communicate effectively with clients, client family members, County Board members, professional and support staff, Director, law enforcement personnel, local, state and federal social service staff, and the general public.
- Ability to record and deliver information, explain procedures, and instruct staff and clients.

Mathematical Ability

- Ability to add, subtract, multiply, divide, calculate decimals and fractions, and use and understand descriptive statistics.

Judgement and Situational Reasoning Ability

- Ability to apply psychological therapy concepts to perform tasks.
- Ability to apply abstract thinking to perform tasks.
- Ability to apply administrative management theory to perform tasks.
- Ability to use independent judgement in routine to occasionally highly unstable or risky situations including decisions on implementing client treatment plans, to encounters with potentially suicidal and violent clients.

Supervisory Skills

- Ability to influence by leadership, teaching, and reinforcing.
- Ability to assign, supervise, and review the work of others.
- Ability to make discipline recommendations.

Physical Demands

- 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.
- While performing the duties of this job, the employee is required to have ordinary ambulatory skills sufficient to visit other locations; and the ability to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of up to 25 pounds.
- Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard, operate equipment and read application information.
- The associate frequently is required to sit, reach with hands and arms, talk and hear.

Work Environment

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Disclaimer Clause:

Job descriptions are not intended, and should not be construed to be exhaustive lists of all responsibilities, skills, efforts, or working conditions associated with a job; they are intended to be accurate reflections of those principal job elements. It is not intended to limit or modify the rights of any manager to assign, direct and control the work of employees under supervision. Lafayette County retains and serves any or all rights to change, modify, amend, add to or delete from any section of this document, as it deems in its judgment, to be proper. Other duties may be assigned.