

JOB OPENING
SERTOMA CENTRE, INC.
4331 West Lincoln Highway, Suite E
Matteson, IL 60443

POSITION TITLE: Crisis Stabilization Supervisor – Full-Time

POSITION REPORTS TO: Community Services Manager

POSITIONS SUPERVISED: Crisis Stabilization Case Managers

POSITION SUMMARY:

The Crisis Stabilization Supervisor provides leadership to Crisis Stabilization Case Managers and functions as a Crisis Stabilization Case Manager, providing linkage and referrals for individuals discharging from psychiatric units to community services and outreach services for individuals referred who have been difficult to engage. The position develops and maintains positive working relationships with psychiatric units of hospitals and provider agencies to partner with them to provide discharge linkage and outreach. The position also provides supervision and oversight to Crisis Stabilization Case Managers to ensure provision of evidenced-based linkage and outreach services and timely documentation of services in accordance with Sertoma policy, Rule 132, payers, and accreditation bodies. This position ensures all services are provided in locations most convenient to the individual. This position requires use of a privately owned vehicle to provide services to individuals.

POSITION RESPONSIBILITIES:

- Utilize a team approach to hire Crisis Stabilization Case Managers. Provide training, leadership, and clinical supervision at least once a month to team members. Facilitate regularly scheduled team meetings.
- Provide linkage to community services for individuals discharging from psychiatric units and assertively provide outreach services to individuals who have failed to follow through with recommended services. Utilize a team approach and evidenced-based approach to provide linkage and outreach services to engage individuals in mental health services.
- Complete all required documentation and maintain consumer files to ensure they are in accordance with Sertoma policy, Rule 132, Attachment B, payers, and accreditation bodies.
- Provide clinical direction, supervision, and support to Crisis Stabilization Case Managers to ensure effective linkage to community services and assertive outreach is provided in the specified timelines determined by payers and Sertoma policy.
- Provide quality assurance of billing documentation, assessments, treatment plans, and consumer records to ensure they are in accordance with Sertoma policy, Rule 132, Attachment B, payers, and accreditation bodies.
- Build partnerships and positive working relationships with hospitals, provider agencies, and community resources in order to create effective referral process and smooth linkage and transition of services for individuals served.
- Complete Mental Health Assessments, LOCUS, and treatment plans for individuals who need services in excess of allowable pre-treatment plan amount as established by Rule 132.
- Work with Clinical Supervisor to complete registration of individual referred in various systems, such as Illinois Mental Health Collaborative and CareLogic.
- Provide on-call manager support at least two (2) days a week which can include evenings, overnights, weekends, and holidays.
- Develop and maintain accurate data tracking systems and monitor goals, outcomes, and generate reports deemed necessary by payers and agency.
- Maintain working knowledge of community resources, available psychiatric and mental health services, and residential facilities in the local community in order to provide effective linkage and outreach services to individuals referred.
- Maintain open and effective communication with individuals, agency and provider staff, including Sertoma CMHC, and partner agency, families and others in response to client's identified needs. Work cooperatively with staff to ensure appropriate access to services as identified during the ITP process.
- Promote awareness of mental health, both internally and externally.
- Function as an advocate ensuring protection of an individual's rights while providing a training element to empower persons with disabilities to understand and protect those rights.
- Perform other duties, as assigned.

QUALIFICATIONS:

- Qualified Mental Health Professional (QMHP), with Master's Degree in Counseling, Social Work, Psychology, or related field required.
- Minimum of one year of experience working with individuals with severe mental illness with an understanding of the recovery model.
- Valid Illinois driver's license and documentation of current auto insurance, with a good driving record and car available.
- Minimum of one year of experience in case management, linkage, and/or outreach.
- Experience with mental health services community resources networking.
- Experience with Medicaid Rule 132 documentation and billing preferred.
- Minimum of one year of supervisory experience strongly preferred.
- Effective supervisory and organizational skills.
- Ability to organize assessment information and inputs from a variety of sources for report writing.
- Excellent written and oral communication skills.
- Proficiency in the use of computers and working knowledge of Microsoft Word and Outlook applications.
- Must be willing to work evenings/weekend hours as necessary and be on call to respond to emergencies.
- Must be willing to work in a variety of community settings to provide services in locations most convenient to individuals served.

ONLY ONLINE APPLICATIONS WILL BE ACCEPTED

If interested, please apply online via our web site, www.sertomacentre.org,
click on "Career Opportunities" and "Search Here."