

Jefferson County
Position Description

Name: **Department:** Human Services

Position Title: Crisis Stabilization Supervisor **Pay Grade:** 8 FLSA: Non-exempt

Date: November 2023 **Reports To:** Mental Health Crisis Manager

Purpose of Position

The purpose of the Crisis Stabilization Supervisor is to oversee and manage the day-to-day operations of the crisis stabilization unit owned and operated by Jefferson County. The position is responsible for providing Emergency Mental Health Services and ensuring the well-being and care of the residents in the crisis stabilization unit, coordinating staff, and maintaining compliance with Community Based Residential Facility and Emergency Stabilization Bed Unit policy, license, and procedures.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Oversees daily operations including programming, staff functions, record keeping, scheduling, cleaning, and other facility operations.
- Develops and implements individualized care plans for each resident, taking into account their unique needs and preferences. Completes required and requested reports, forms and other data such as activity summaries, medication charts, year-end reports, expense reports, client behavioral summaries, and others. Processes requests for release of client information.
- Monitors and improves the quality of care and services provided in the crisis stabilization unit, addressing any issues or concerns promptly. Processes client grievances and mediates client-staff disputes.
- Ensures the physical, mental, and emotional well-being of residents by coordinating and monitoring their daily care, including healthcare, crisis situations, nutrition, and social activities.
- Implements safety protocols, emergency response procedures, and security measures to protect residents and staff.
- Recruits, trains, supervises, and evaluates crisis stabilization staff, including recommending disciplinary actions and the first step in grievance dispositions.
- Fosters effective communication among staff, residents, their families, and external agencies or professionals involved in their care.
- Maintains knowledge of and ensure adherence to local, state, and federal regulations and standards governing crisis stabilization operations.
- Practices competent motivational interviewing techniques, if applicable.
- Supports and enhances a trauma-informed care environment.
- Completes annual compliance training and adheres to Human Services compliance policies and procedures.
- Adheres to and promotes safety as a priority in the workplace.
- Complies with County HIPAA Policies and Procedures.
- Demonstrates dependable attendance.
- Performs other duties as assigned or as may develop.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

- Shops for supplies, puts supplies away. Plans menus and cook meals.
- Performs household cleaning and routine maintenance duties.
- Fills in as an emergency staff replacement for the Crisis Stabilization unit and will perform the job description duties of the Crisis Stabilization Worker as needed.

Minimum Training and Experience Required to Perform Essential Job Functions

Three years related experience and/or training; or associate's degree and one year experience; or an equivalent combination of education and experience. Two years community residential facility work experience. Degree in Behavioral Science or closely related field.

Preferred Training and Experience Required to Perform Essential Job Functions

Four years related experience and/or training; or a bachelor's degree from a college or university; or an equivalent combination of education and experience.

Other Requirements – Certificates/Licensures

Knowledge, Skills, Abilities

- Ability to reliably and predictably carry out one's duties.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to work effectively with individuals and families to assist them in solving physical, mental, and social problems, with members of the mental health team and other allied professionals.
- Ability to work with challenging situations where clients may be hostile or aggressive.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to communicate orally and in writing with clients, psychiatrists, social workers, facility staff, medical care personnel, pharmacists and clients' families.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Skill in operating a personal computer, laptop, and other department office equipment using applicable department software, Microsoft products, web-based systems, and performing data entry.

Supervision

- Involves leadership roles such as directing of others to complete assignments; others may include employees working in shifts or crews, work-study students, temporary support, part-time staff, or other individuals assigned in one's area of responsibility.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 25 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate. The person may be exposed to physically or verbally abusive persons, high stress environments and if doing home visits unsanitary conditions.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

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I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee	Date
_____	_____

Supervisor	Date
_____	_____

Human Resources	Date
_____	_____