



**JOB TITLE:** Director, Retreat Crisis Residential Unit  
**DEPARTMENT:** Programs and Services  
**CLASSIFICATION:** Exempt

**REVISED: 04/2023**

## **POSITION DESCRIPTION**

### **SUMMARY:**

The Director of Crisis Residential Unit (CRU) is an at-will position that will report to the Chief Nursing Officer. The Director of CRU will direct the staff and operations of the Retreat-Crisis Residential Program (CRU), a 16-bed crisis residential alternative to inpatient hospitalization, including the CRU nurses. In a 24-hour crisis environment, this position will work with a recovery-oriented multi-disciplinary team in developing and implementing recovery strategies that support alternatives to psychiatric inpatient hospitalization. This position will create a culture of helpfulness and innovation. The Director of CRU will reinforce a team culture that is positive, accountable, and responsive to the needs of the individuals served and the community. This position will ensure processes and procedures are in place to ensure the smooth day-to-day functioning of the CRU. This position will be responsible for the oversight of program staff, budget management, and maintenance of program compliance with Medicaid and State standards. The Director of CRU will ensure the availability of appropriate clinician services for the individuals we serve. This position will provide administrative and clinical supervision to a multidisciplinary team, including nurses and residential program staff, and other duties as assigned.

### **ESSENTIAL JOB FUNCTIONS:**

- Be a key leader within Common Ground and will need to be visible, known, and respected, both locally and potentially at the state level
- Work collaboratively with police, hospitals, group homes, public and private entities, and members of the community
- Coordinate services with Community Mental Health provider networks
- Participate in speaking engagements to raise community awareness of services at the CRU
- Facilitate regular staff meetings and other communication strategies to ensure program employees are aware and have input into problem-solving strategies
- Share responsibility for being on-call and ensure that program employees receive clinical and administrative supervision
- Manage the program using data/reports and establish metrics of program role toward implementation of the organization's mission and values
- Focus on continual refinement of operational processes within the program
- Champion review of and refinement of team processes, workflows, and activities
- Articulate project requirements and anticipated outcomes to the management team
- Determine accountabilities; communicate and reinforce agency values
- For compliance issues, ensure standard processes that result in quality services for all people seeking services
- Ensure adherence to professional standards, organizational policies and procedures, federal, state, and local requirements, and the Commission on Accreditation of Rehabilitation Facilities (CARF)
- Ensure program staff deliver person/family-centered and culturally competent services
- Maintain expenditures within the current operating budget and guidelines set by the Board of Trustees
- Prepare administrative reports required by the Executive Leadership Team and funding sources
- Comply with attendance and punctuality policies, as well as all other Common Ground policies and procedures

### **RELATED JOB FUNCTIONS:**

- Influence organizational strategies by contributing information, analysis, and recommendations to strategic thinking



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**RELATED JOB FUNCTIONS: (cont.)**

- Positively participate and impact the outcome of various management committees
- Contribute and establish operational strategies by evaluating trends
- Establish critical measurements
- Determine production, productivity, quality, and customer service strategies
- Design systems
- Accumulate resources
- Resolve problems
- Implement change
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, maintaining personal rapport with potential and actual customers and other persons in a position to understand current and future service requirements
- Work with the Management Team and Community Partners to develop partnerships and programming that create and/or enhance crisis services within the target geographical area
- Perform other job-related duties as assigned

**SUPERVISION:**

CRU Administrative Assistant, Direct Care staff including Nurses working at the CRU, Recovery Specialists, Recovery Coaches, Nutrition and Wellness Specialists, Art Therapist, and other program staff.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

**KNOWLEDGE OF:**

- Community resources
- The application of current behavioral management and de-escalation techniques in a safe, calm, and caring manner
- Experience with children and adults with co-occurring disorders and evidence-based practices

**SKILL TO:**

- Type, enter data, file efficiently, and operate office equipment
- Demonstrate proficiency in relevant software and applications (i.e., Microsoft Word, Excel, PowerPoint, and Outlook)
- Exhibit excellent people skills used to collaborate with partnering leaders
- Effectively lead a multidisciplinary team
- Be flexible and multi-task
- Work within an ambiguous, fast-moving environment while also driving toward clarity and solutions
- Demonstrate resourcefulness in setting priorities and guiding investment in people and systems

**ABILITY TO:**

- Understand and follow verbal and written instructions
- Communicate effectively, both verbally and in writing
- Apply trauma-informed principles and values with knowledge, decisions, and treatment of all people served
- Relate to a diverse population that includes a variety of age, economic and educational backgrounds



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- Exhibit personal qualities of integrity, credibility, and commitment to the mission and vision of Common Ground

**ABILITY TO: (cont.)**

- Apply critical thinking/decision-making skills while utilizing data
- Role model excellent customer service skills to individuals, families, other agencies, and the community

**REQUIRED EDUCATION AND EXPERIENCE:**

- Master's Degree in a Human Services field preferred; Bachelor's Degree Required
- Licensed in the state of Michigan as an RN
- Previous supervisory and administrative positions with the ability to demonstrate leadership skills
- Minimum 2 years of supervisory experience in an inpatient psychiatric or crisis residential setting

**ESSENTIAL REQUIREMENTS:**

**Physical Requirements:**

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

**Environmental Working Requirements:**

Work is done in an office environment with exposure to computer screens, with some exposure to clinical/residential environments. Assignments may require work to be done individually or in teams with members at various staffing levels. The work environment is that of a crisis center and may subject staff to behavioral and medical events that could be physically hazardous.

**Other Requirements:**

The ability to work various shifts and irregular hours; Some local travel required; The Director or their approved designee is responsible for answering the Common Ground cell phone or texts 24/7 for emergencies unless planned backup is arranged for times when the director is unavailable (e.g., vacation).

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The agency may in its sole discretion fill this position on a full-time, part-time, or contingent basis with the individual best fit to perform the essential functions of the job. The above statements describe the general nature and level of work performed by employees assigned to the title. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Employees in this title are subject to a background check.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

Common Ground is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.



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*helping people move from crisis to hope*

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Employee Signature

Date