



**JOB TITLE:** OACIS Shift Supervisor  
**DEPARTMENT:** OACIS  
**CLASSIFICATION:** Non- Exempt

**REVISED:** 9/2022

## **POSITION DESCRIPTION**

### **PROGRAM DESCRIPTION:**

Common Ground's core purpose is to help people move from crisis to hope. The Oakland Assessment Crisis Intervention Service (OACIS) Crisis Stabilization Unit provides 24-hour on-site crisis intervention and stabilization and monitors the progress of individuals in crisis within the OACIS environment. The unit is staffed with a registered nurse, psychiatrist, recovery coach, mental health technician, milieu specialist, and the shift supervisor, who functions as the team and unit leader of the assigned shift.

### **SUMMARY:**

The Shift Supervisor is an at-will position that reports to the OACIS Director. This position is the clinical lead for the team providing clinical services. It is set in a 24-hour crisis stabilization-focused environment, where the position will work alongside and supervise an interdisciplinary team. The shift supervisor manages the services provided and workflow through direct clinician interventions, delegation, and coordination of staff roles. This position will ensure quality care for all people seeking assistance, excellent customer service, and appropriateness of staff interactions with people served. The shift supervisor will manage all operations of the team on shift. Additionally, this position will ensure collaboration and coordination with community providers and reinforce a team culture that is positive, accountable, and responsive to the needs of the people served and the community.

### **ESSENTIAL JOB FUNCTIONS:**

- Lead crisis intervention efforts based on recommendations from the Crisis Assessment Team and psychiatric team, and develop or revise the Stabilization Plan for each person served on the unit
- Seek and include input from team members while directing interventions provided by staff
- Document and ensure team members document the progress of people served in the Electronic Health Record (EHR), train staff on assigned shifts, provide safety of the staff and people served through directing staff roles, and be present on the unit
- Assist with evaluating the understanding level of the people served and the unit as a whole, communicate with involved collateral parties (i.e., family, provider), and ensure adherence to Common Ground policies and procedures
- Provide training and development, appraisal, and recognition of staff; evaluate staff performance and provide discipline, as appropriate and per policy
- Influence organizational strategies by contributing information, analysis, and recommendations to the Director of OACIS
- Maintain communication between staff and other programs, including being aware of all incoming people before arrival when transported via ambulance and any medical clearance issues on incoming people so that the team can be prepared to meet the medical needs of the person served
- Stabilize the behavioral health conditions of adults in crisis in the unit
- Assure staff understanding of the assessment and screening information of the people served, including bio-psycho-social information, psychiatric and medication history, and substance use history
- Work collaboratively with other community partners such as police
- Collaborate with internal and external management stakeholders to manage unusual situations and staffing issues
- Oversee quality completion of all required documents in each person's EHR before ending the shift
- Lead team huddles at the beginning and end of each shift to transfer critical information to the in-coming Shift Supervisor, discuss each person's status and Stabilization Plan, inform the team of critical organizational issues, and provide/obtain feedback
- Provide monthly individual programmatic supervision to each team member
- Comply with the Attendance and Punctuality policy, as well as all other Common Ground policies and procedures

### **RELATED JOB FUNCTIONS:**

- Provide guidance and leadership to all staff on the unit about the point-in-time operations
- Manage problematic situations requiring the assistance of the psychiatrist
- Provide consultation to staff on the unit
- Conduct periodic case reviews with staff during times of a low census



**JOB TITLE:** OACIS Shift Supervisor

**DEPARTMENT:** OACIS

**CLASSIFICATION:** Non- Exempt

**REVISED:** 9/2022

- Perform other job-related duties as assigned

**SUPERVISION:**

- Recovery Coach (CPSS)
- Mental Health Technician
- Nurse
- Psychiatrist (programmatically, not clinically)
- Milieu Specialist
- Select contract personnel as applicable
- Interns and Volunteers

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

**KNOWLEDGE OF:**

- Human Resources procedures
- Care Plan development
- Community resources
- Working with adults with co-occurring disorders and related, evidence-based practices
- Current behavioral management and de-escalation techniques in a safe, calm, and caring manner

**SKILL TO:**

- Enter information into EHR
- Operate office equipment efficiently
- Model excellent customer service to individuals, families, other agencies, and the community
- Be flexible with the ability to 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
- Apply critical thinking/decision-making skills utilizing data
- Demonstrate integrity, credibility, and commitment to the mission and vision of Common Ground
- Demonstrate excellent people skills used to collaborate with partnering leaders, as well as effectively lead a multidisciplinary team
- Demonstrate proficiency in relevant software and applications (i.e., Microsoft Word, Excel, PowerPoint, and Outlook)

**ABILITY TO:**

- Relate to a diverse population that includes a variety of age, economic, and educational backgrounds
- 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

**REQUIRED EDUCATION AND EXPERIENCE:**

- Registered Nurse, licensed in the State of Michigan
- One year of supervisory experience required (charge nurse or other related supervisory experience preferred)
- Ability to demonstrate leadership skills
- Experience with adults with co-occurring mental illness, developmental disability, and substance use

**ESSENTIAL REQUIREMENTS:**

**Physical Requirements:**

The job duties require the employee to handle the physical demands of the work, including performing CPR, lifting at least 30 pounds, walking up and down stairs, positioning patients, walking long distances, standing for prolonged periods, and using



**JOB TITLE:** OACIS Shift Supervisor

**DEPARTMENT:** OACIS

**CLASSIFICATION:** Non- Exempt

**REVISED:** 9/2022

restraints and aggressive behavior management practices. Employee must be able to work longer than eight hours in a day, if required.

**Environmental Working Requirements:**

Work is done in a clinical/crisis environment. Assignments may require the job done individually or in teams with members at various staffing levels. The work environment is 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, including weekday and weekend hours, to meet individuals' needs; Shift supervisor or their approved designee is responsible for answering the Common Ground cell phone or texts 24/7 for emergencies unless the planned backup is arranged.

---

In its sole discretion, the agency may fill this position on a full-time, part-time or contingent basis with the individual best fit to perform the job's essential functions. 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 and a pre-employment physical.

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.

---

Employee Signature

Date

---

Human Resources Witness

Date