



JOB TITLE: Crisis Assessment Team Shift Supervisor

DEPARTMENT: Crisis Assessment Team (CAT)

CLASSIFICATION: Non- Exempt

REVISED: 9/19

POSITION DESCRIPTION

PROGRAM DESCRIPTION:

Common Ground's core purpose is helping people move from crisis to hope through a full continuum of crisis services. The Crisis Assessment Team is located at the 24/7 Resource & Crisis Center. The Shift Supervisor is responsible to guide, direct, supervise, and manage three components of the crisis continuum on their shift.

Crisis Continuum Responsibilities:

1. Welcoming & Assessment-
 - ✓ Welcoming Specialist- Welcomes people entering the lobby in a warm and friendly manner and completes the registration process that begins services.
 - ✓ Crisis Clinicians- provides 24-hour emergent and nonemergent crisis assessment and emergency assessments, either on-site or in hospital emergency departments. In addition, the Crisis Clinicians determine level of care and authorization for acute care services. The CAT serves all populations in crisis, emphasizing appropriate alternatives to hospitalization and continued support. These services are provided by a team of 24/7 crisis clinicians.
2. Crisis Traffic Coordinators- Assists with the flow of people through the crisis continuum so that people get help as quickly as possible. The CTC tracks people's movement in the RCC and in emergency departments and alerts the Shift Supervisor when people are waiting too long or are stuck or when part of the continuum is not working as intended.
3. Oakland Crisis Intervention Team (OCIRT)- is a mobile crisis team comprised of a Crisis Clinician and a Recovery Coach (Certified Peer Support Specialist) who provide crisis intervention, short term therapy, linkages and follow up for up to 30 days in the community.

SUMMARY:

The Crisis Assessment Team Shift Supervisor is an at-will position that reports to the Crisis Assessment Team Program Director. This position is set in a 24-hour crisis assessment focused environment, where the position will supervise an interdisciplinary team comprised of, Welcoming Specialist, Crisis Clinicians, Crisis Traffic Coordinators, and the OCIRT mobile crisis team. The Crisis Assessment Team Shift Supervisor will deploy and manage the crisis services and maximize efficiencies and expedite service delivery; Monitors workflow through delegation and coordination of staff roles, timeliness, and follows consistent standards across shifts. This position will ensure quality services for all people seeking services, excellence in customer service, and appropriateness of staff decisions. The Crisis Assessment Team Shift Supervisor will manage all operations of the team on shift. Furthermore, this position will ensure collaboration and coordination with Common Ground programs, and community providers. This position will also monitor staff schedules, addresses work related issues, ensure completion of required documents in the Electronic Health Record for all staff prior to staff ending their shift, and complete staff evaluations, as well as supervise staff regarding company policy. Lastly, this position will reinforce a team culture that is positive, accountable, and responsive to the needs of people and the community.

ESSENTIAL JOB FUNCTIONS:

- Direct and supervise staff, on assigned shift, ensuring adherence to Common Ground personnel policies and procedures
- Provide training and development, appraisal, and recognition
- Evaluate staff performance and provide discipline, as appropriate and per policy
- Influence organizational strategies by contributing information, analysis, and recommendations to strategic thinking and direction
- Participate in various management committees
- Provide mediation of disputes
- Coordinate problematic calls with providers, including insurance agencies
- Ensure people are seen in a timely manner and in order of acuity to maintain overall coordination and efficient flow of the Crisis Assessment Team
- Deploy Crisis Clinicians to do mobile assessment in hospitals/emergency departments when needed



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ESSENTIAL JOB FUNCTIONS: (cont.)

- Maintain communication between staff, including being aware of all incoming people prior to arrival when transported via emergency room or ambulance, and any medical clearance issues on incoming people
- Train staff to assess the presence of behavioral health conditions of children and adults in crisis
- Assure collection of appropriate assessment and screening information, including bio-psycho-social information, psychiatric and medication history, alcohol/drug information
- Assure timely and accurate documentation of case records
- Work collaboratively with police, hospitals, group homes, all case management entities, and other providers in the community
- Collaborate with internal and external management stakeholders to handle unusual situations and staffing issues
- Oversee quality completion of all required documents in each person's Electronic Health Record prior to ending the shift
- Conduct and assign peer reviews
- Monitor crisis contacts from after-hours telephonic provider(s)
- Provide oversight of accurate and complete documentation
- Attend administrative staff and treatment team meetings
- Provide monthly individual supervision and monthly group supervision to team members
- Key Outcome Measures: People wait less than one hour from the time they arrive at the RCC to the time the assessment is completed, and a plan is developed with the person. People wait less than 4 hours in an emergency department for a disposition (i.e. Direct Admit, Mobile Assessment, OACIS/CSU, etc.) by Common Ground once medically cleared
- Comply with Attendance and Punctuality, as well as all other Common Ground policies and procedures

RELATED JOB FUNCTIONS:

- Provide clinical guidance and leadership to all staff with regards to the point-in-time operations
- Manage problematic situations requiring the assistance of the psychiatrist
- Provide consultation to clinical staff as they determine eligibility for acute care and OCHN services or provide relevant referrals to community resources
- Review of packets sent by the hospital, when appropriate
- Conduct periodic case reviews with staff
- Assist in program planning, quality improvement, program development, and procedural or evidence-based practice implementation
- Create and compile reports, as required
- Perform other job-related duties as assigned

SUPERVISION:

- Crisis Clinicians, Crisis Traffic Coordinators, OCIRT Crisis Clinician and Recovery Coach, Welcoming Specialist
- Interns and Volunteers

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:

- Community resources
- Working with children and adults with co-occurring disorders and evidence-based practices
- Current behavioral management and de-escalation techniques in a safe, calm, and caring manner

SKILL TO:

- Type, utilize the EHR and operate office equipment efficiently
- Model excellent customer service to individuals, families, other agencies, and the community



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SKILL TO: (cont.)

- Be flexible and able to multi-task; can work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrated 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:

- Solve problems and think analytically
- Teach and support staff to utilize Collaborative Documentation to do their assessments, evaluations, crisis planning, and referrals.
- Utilize Crisis Theory for crisis intervention and support model fidelity
- Relate to a diverse population which 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:

- Mental Health Professional as defined in the Michigan Mental Health Code (RN, LMSW, LPC, LLP, LP, MD, or Marriage and Family Therapist) licensed in the state of Michigan
- Minimum of three (3) years' experience in a supervisory role, highly preferred
- Ability to demonstrate leadership skills
- Experience with children and adults with co-occurring mental illness, developmental disability, and substance use
- Day Shift Supervisor: No additional requirements
- Afternoon Shift Supervisor: Must be a medical professional possessing minimum credentials as a Registered Nurse. Additional duties include reviewing/assessing medical information from emergency departments, "whole house" supervisor helping other programs solve problems, and providing medical services to the lobby when needed

ESSENTIAL REQUIREMENTS:

Physical Requirements:

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

Environmental Working Requirements:

Work is done in a clinical/crisis environment. Assignments may require work to be done on an individual basis 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. Use of one's own vehicle is required for local travel but does not include transporting people served.

Other Requirements:

The ability to work various shifts and irregular hours including weekday and weekend hours to meet individual's needs; Shift supervisor or their approved designee is responsible to answer the Common Ground cell phone or texts 24/7 for emergencies unless planned back up is arranged.



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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 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 _____