

JOB TITLE: Director of OACIS

DEPARTMENT: Oakland Assessment & Crisis Intervention Service (OACIS)

CLASSIFICATION: Exempt

REVISED: 9/22

POSITION DESCRIPTION

PROGRAM DESCRIPTION:

Common Ground is a community mental health organization that helps people move from crisis to hope. The Oakland Assessment & Crisis Intervention Service (OACIS) provides 24-hour support that focuses on meeting the needs of all populations in crisis, emphasizing alternatives to hospitalization and continued support. These services are provided by the agency's licensed medical and clinical professionals including Psychiatrists, Nurses, Psychologists, Social Workers, Counselors, Interns, and Certified Peer Support Specialists.

SUMMARY:

The Director of Oakland Assessment and Crisis Intervention Service (OACIS) is an at-will position that reports to the Chief Nursing Officer (CNO). This position will operate in a 24-hour crisis assessment and intervention environment. The Director will manage all operations of the program including budget, procedures, and communications to staff from the management team meetings. This position will create a culture of helpfulness and innovation. The Director will reinforce a team culture that is positive, accountable, and responsive to the needs of people and the community.

ESSENTIAL JOB FUNCTIONS:

- Be the face of the program - needs 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 with OCHN provider network
- Facilitate regular Shift Supervisor meetings and other communication strategies to ensure program employees are aware and have input into problem solving strategies
- Share responsibility for being on-call; maintain flexibility for on-premise activity
- Work with the Shift Supervisors to ensure that program employees receive clinical supervision
- Manage the program using data/reports, productivity, timeliness standards, 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 team processes, workflows, and activities
- Clearly articulate project requirements and anticipated outcomes to the Program Management Team for identified projects/strategies to improve the efficiency of the clinical operations to meet cost and quality goals
- Determine accountabilities, communicate and reinforce agency values
- Influence organizational strategies by contributing information, analysis, and recommendations to strategic thinking and direction
- Participate in various management committees
- Establish operational strategies by evaluating trends, establish critical measurements, determine production, productivity, quality, and customer service strategies, design systems, accumulate resources, resolving problems and implementing change
- Align monetary resources, develop action plans, measure and analyze results, initiate corrective action, minimize the impact of variances
- 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
- 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 requirement
- Ensure standard processes that result in quality services for all people seeking services



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ESSENTIAL JOB FUNCTIONS: (Cont.)

- Ensure adherence to professional standards, organizational policies and procedures, federal, state, and local requirements, and Commission on Accreditation of Rehabilitation Facilities (CARF)
- Ensure that program staff deliver person/family-centered and culturally competent services
- Comply with attendance and punctuality as well as all other Common Ground policies and procedures

RELATED JOB FUNCTIONS:

- Participate in speaking engagements to raise community awareness
- Represent the program in the community, including other public and private agencies
- Perform other job-related duties as assigned

SUPERVISION:

Direct supervision:

- Shift Supervisors
- SSU Manager

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Indirect (2nd level) supervision:

- Direct care staff including Recovery Coaches, Milieu Specialists, Mental Health Technicians, , and Staff Nurses

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:

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

SKILL TO:

- Type, enter data, file and operate office equipment efficiently
- Be flexible and multi-task, work within ambiguous fast-moving environment, while driving toward clarity and solutions
- Demonstrate resourcefulness in setting priorities and guiding investment in people and systems
- 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 which includes a variety of age, economic and educational backgrounds
- Understand and follow verbal and written instructions
- Communicate effectively, both verbally and in writing
- Consistently exercise superior customer service to individuals, families, other agencies and the community
- Apply critical thinking/decision making skills utilizing data
- Apply trauma informed principles and values with knowledge, decisions, and treatment of all people served
- Work in a multi-disciplinary environment and manage evolving needs



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REQUIRED EDUCATION AND EXPERIENCE:

- Master’s Degree in Human Services field preferred, Bachelor Degree is required.
- Licensed in the state of Michigan as an RN
- Minimum 5 years of healthcare leadership experience in and the ability to demonstrate administrative and supervisory leadership skills

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 both an office environment with exposure to computer screens, as well as in a clinical 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.

Other Requirements:

Personal qualities of integrity, credibility, and commitment to the mission and vision of Common Ground; Experience with children and adults with co-occurring disorders and evidence-based practices.

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.

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. 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.

Employee Signature

Date