

THE LINK & OPTION CENTER, INC.
Job Description

PROGRAM: Quiet Storm Crisis Triage Living Room

POSITION TITLE: Program Director

REPORTS TO: President, CEO

JOB TYPE: Full-Time

Quiet Storm Crisis Triage Living Room is a crisis respite center in the Hazel Crest community offering free and confidential services for anyone going through a mental health crisis. We aim to reduce unnecessary hospitalizations and arrests and provide a safe, home-like environment.

Position Overview:

The Link & Option Center is seeking a full-time Living Room Program Director. The Program Director oversees The Link & Option Center Crisis Triage Living Room program functions and requirements by managing program staff assignments and work schedules, timelines of proposed outcomes, action plans, performance reporting, monthly budget invoicing, and monitor all DHS required program objectives, performance measures and outcomes for compliance. Perform clinical assessment upon entry of Guest experiencing a mental health crisis. Applicants must be able to supervise and train a diverse staff, and work collaboratively with team members and Guests of The Living Room. Flexibility is required with respect to the work schedule. Some evening and weekend coverage is also required as needed for the position.

Qualifications

- Clinical Licensure (LCSW, LCPC, LMFT, etc.) is preferred, but individuals with a Master's Degree in health and human service field and relevant experience will considered.
- Master's Degree in field of Social Work, Counseling, Marriage and Family therapy, Clinical Psychology, or a related field.
- Experience with crisis intervention and suicide risk is required.
- Familiarity with The Living Room model is preferred.
- Able to work collaboratively with a team and to problem solve.
- Able to promote good staff relations and morale.
- Excellent interpersonal skills
- Minimum of 3 years supervisory experience required.
- Understands mental health best practices.
- Open and respectful of cultural and socioeconomic characteristics of Guests and to work with a diverse client population.
- Culturally competent with effective verbal and written communication skills.
- Ability to work both independently and as a part of a high functioning team.
- Mastery of Microsoft Suite for communication and report writing.
- Car and valid Illinois driver's license and insurance required.

Essential Functions of the Living Room Program Director:

- Oversees daily functions of The Living Room Program.
- Coordinate staff participation in required Department of Mental Health (DMH) trainings: 1) two-hour video; 2) 16-hours of CRSS/CPRS Competency training
- Inform staff of the National Practice Guidelines for Peer Support Specialists and Supervisors
- Provide regular individual supervision and performance feedback to the team.
- Ensures that performance measure data, regarding program objectives, is collected.
- Ensures fidelity with The Living Room Program model.
- Provides wellness support to Guests experiencing mental health crisis.
- Conducts clinical assessment that includes assessment of risk factors.
- Works with the team to take appropriate action with high-risk indicators.
- Assists Guests in identifying strengths, recovery and wellness goals, and barriers; and determining recovery and wellness interventions based on his or her life goals.
- Recognizes and reports progress participants make toward meeting objectives.
- Attends relevant seminars and scheduled DHS collaborative meetings and in-service training.
- Supports Guests in developing empowerment skills through self-advocacy to combat stigma.
- Attend community meetings and conducts community outreach to various outlets.
- Work with TLOC team to conduct a community needs assessment.
- Conducts exit screening and follows up with Living Room Guests.

Monitoring Service Delivery

- Establish understanding of Executive Leadership expectations for The Living Room Program in terms of strategic goals and objectives as well as identify internal and external stakeholders to ensure proper implementation for short and long-term goals.
- Responsible for developing a detailed Program plan to monitor and track progress of Program, i.e., changes in scope, schedule, and costs etc. that analyzes performance measures communicated in periodic performance reports.
- Responsible for assisting with the development of a fiscal monitoring process for approved budgets to ensure compliance.
- Regularly coordinate with Triage Specialist, Clinicians, Recovery Support Specialists, Community Engagement Specialist, Directors, and other stakeholders to coincide with implementation plan deadlines, milestones, processes, and protocols.
- Provide processes for monitoring performance and collaborating with Program teams to determine ways to improve utilization of services and resolve problems related to low utilization.
- Provide information for the periodic reports that aid in proper submission to funder.
- Attend community meetings and events to represent the Program in conversations relevant to TLOC.

Networking and Team Building

- Act as a liaison on behalf of TLOC to external stakeholders and build strong interpersonal relationships with them and among team members.
- Facilitate regular and productive meetings that encourage teamwork across multiple TLOC programs to ensure appropriate services for Guests.

Professionalism and Work Conduct

- Conduct oneself with integrity, demonstrate high ethical standards, display a positive image of The Link & Option Center always including act in a professional manner by maintaining appropriate boundaries with Guests and staff while understanding and supporting TLOC's standards of cultural proficiency.
- Report to work, meetings, trainings, and job-related activities prepared and as scheduled.
- Respond to Guests and their families, TLOC staff, IDHS service providers and other stakeholders in a timely manner to ensure follow-up that adequately addresses needs.
- Performs other related tasks as required or assigned.

MANDATORY REQUIREMENTS:

Receive mandatory initial Living Room Program training by:

- Completing a two-hour DMH video-based training upon hire.
- Complete 16 hours of CRSS/CPRS Competency Training.
- All staff are expected to become Certified Recovery Specialists (CRSS) within 1 year of being hired.

SALARY: \$70,000.00 (annually)