2018 PROGRAM SPECIFICATION

Premier Workforce Solutions

PROGRAM #: 660

# STANDARD PROGRAM: Employer of Record – SAIL House Manger

ALLOCATION: TBD

UNIT DEFINITION: Actual Expenses

FUNDING SOURCE(S):

GEOGRAPHICAL AREA TO BE SERVED: Southeastern Wisconsin

DAYS/HRS OF SERVICE AVAILABILITY: 24 hours/day, 7 days/week

DEFINITION OF CLIENT ELIGIBILITY:

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language

- Certification standards where applicable

- Fiscal and program reporting criteria

- Allowable Cost Policy

- Audit criteria

- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual

- Maintain adequate liability coverage

- Civil Rights/Affirmative Action Policies

- Criminal background checks for staff

- Drug screening, driver’s license checks and reference checks

- Human Resources Condensed Policy Manual for Student Interns, Volunteers, Temporary Agency and Contracted Staff.

- Payment of all wages, payroll taxes, worker’s compensation, social security, federal and state unemployment insurance and any and all other federal and state taxes relating to the staff

- Fair Labor Standards Act

- Withholding payroll taxes, paying unemployment insurance, worker’s compensation and social security contributions

- Complete performance evaluations and discipline and maintain employment records

- Recognize that authorization for services is approved by Racine County Human Services Department.

- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.

- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.

PROGRAM DESCRIPTION:

# **Job Summary**

To assist the SAIL supervisor in the day to day management of the SAIL program. Will be responsible for overseeing the work of SAIL lead workers and mental health technicians. Will assist in answering the Crisis and SAIL phone lines, assess consumer needs through careful collection of consumer data, describe basic services to consumers. Document all consumer contact. Follow up with crisis consumers when assigned. Develop and maintain relationships with other departments, Court and Law Enforcement.

**Essential Duties**

1. Provide continuous care to SAIL consumers affected by severe and persistent metal illness and to ensure their safety.
2. Ensure that SAIL data is up to date and accurate in TCM, MARS, and consumer charts.
3. Ensure that SAIL is following up with consumers in an appropriate and timely manner.
4. Maintain SAIL’s inventory of food, supplies, etc.
5. Assist in training new employees and ensuring that all required crisis training is completed in the required time frame.
6. Assist in overseeing the Leads as they complete their duties and that they are done in a timely and appropriate manner.
7. Assess consumers for SAIL admission
8. Assess consumers for their risk of suicide and appropriate crisis intervention.
9. Provide assessments to identify treatment needs of the consumer.
10. Provide brief counseling to crisis consumers and support consumer’s participation in the treatment plan, development of coping skills, etc.
11. Gather data from consumer interviews, past records, other information, to gain understanding and verification of previous disorders and treatment episodes.
12. Coordinate with consumers’ crisis/case workers to provide comprehensive care.
13. Answer the SAIL and Crisis Services Line as needed
14. Respond with Mobile Response when called.
15. Respond to potential suicide or other emergency telephone calls.
16. Provide consumers with necessary or appropriate information regarding services offered by the Behavioral Health Services of Racine County or community.
17. Recommend to supervisor the various services requiring authorizations.
18. Recommend to management changes or gaps in the system that prevent or hinder the delivery of services
19. Prioritize and organize time to cover assigned area.
20. Develop and maintain resources appropriate to needs of the consumer population.
21. Consult with other professionals in the field and in related fields to increase individual knowledge and understanding of various disciplines, changes and developments in the field of Human Services.
22. Develop and maintain an effective body of knowledge regarding laws and procedures affecting consumers.
23. Document all work to ensure compliance with County, State, and Federal requirements.
24. Complete all other duties as assigned.

**Supervision Received**

Receives supervision from the SAIL Supervisor

**Minimum Qualifications**

**Core Competencies**

1. Knowledge of Wisconsin State Statutes Chapters 34, 51, 54, 55
2. Knowledge of community resources
3. Ability to deliver concise oral and written reports
4. Ability to work well with other agencies and staff
5. Ability to respond to crises and to make appropriate judgments as to resolution

**Training and Experience**

1. Bachelor’s Degree in Human Services field (criminal justice, human services, educational psychology, vocational rehabilitation, guidance counseling, psychology, sociology, social work).
2. Minimum one year post-graduate experience with mental health consumers
3. Prompt and regular attendance

**Licenses or Certifications**

1. Valid Wisconsin driver’s license.

This description has been prepared to assist in properly evaluating various classes of responsibilities, skills, working conditions, etc. present in the classification. It is intended to indicate the kind of tasks and characteristic levels of work difficulty that will be required of positions that will be given this position. It is not intended as a complete list of specific duties and responsibilities; nor, is it intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of a similar kind and level of difficulty.