



Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities

Program Manager of Crisis Intervention Team

Job Code: PMCIT - 122

Revision Date: October 31, 2022

Starting Salary: \$31.80 hourly; \$66,143.00 annually

FLSA: Exempt

Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

General Description

The Program Manager supports the program Director in overseeing the clinical services provided in the community to individuals exhibiting symptoms of mental illness. The Program Manager responds to and coordinates with Crisis and Emergency Services leadership and officers assigned from the El Paso Police Department or Sheriff's Department in a joint collaborative initiative called the Crisis Intervention Team (CIT). CIT interfaces with other programs in the agency, law enforcement jurisdictions, and the community. This position is responsible for providing the following services: Management and oversight of the program, assuming leadership and administrative support during their assigned shift, data collection and reporting, crisis intervention, mental health assessments, case management and follow-up, patient linkages & referrals, and serves as the liaison between the agency and the community. The position is responsible for staff training and supervision of clinical and crisis staff assigned to the unit. Under CIT, the Program Manager manages and monitors the design and implementation of specialized clinical programs, community outreach, therapies, and treatment modalities. The Program Manager coordinates and deploys clinical and crisis team members to provide services provided in the community. The Program Manager ensures quality care standards are met for patient centered care efforts, and oversees the flexibility, appropriate documentation, and provision of patient services. The Program Manager ensures that all standard operating procedures are met for EHN staff; is responsible in responding to the needs or requirements submitted by the designated law enforcement agencies and maintaining operational and communication efficiency between all agencies.

This class works under close to general supervision according to set procedures but determines how or when to complete tasks.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

- Coordinates, assigns and reviews work and establishes work schedules; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.
- Assures that all CIT clinical components consistently provide high quality, professional counseling, psychotherapy services, crisis intervention and counseling, maintains appropriate documentation, stays current on research and developments in the field, and disseminates best practice information to the unit staff as appropriate.
- Provides supervision to crisis specialists, licensed staff, and interns, to include orientation and training, individual and group supervision, and evaluation of group and individual performance.
- Supervises, monitors, and assists in evaluating Crisis Intervention Team program.
- Ensures compliance with Agency policies and procedures, CIT Operating Guidelines, and law enforcement general orders in respective agencies.
- Provides leadership and administrative support to all CIT units during their assigned shift to include dedicating time weekly in the field.
- Performs assessments in various locations based on the nature of the request for services and evaluates individual needs for mental health services as well as determines the level of care of needed services.
- Educates family members so they may understand the individual's mental health symptoms, treatment and assist with referring to community resources.
- Serves as a program representative and when required serves as a spokes-person for the Crisis Intervention Team initiative.
- Works with the Crisis unit to ensure cases referred are staffed with the clinical team and that quality crisis intervention and counseling services are being provided.
- Provides information on mental health, the importance of medications and treatment compliance, and other clinical related information to individual, family, community as needed.
- Assists with recruitment, hiring, and training of staff and volunteers/students.
- Ensures quality assurance through supervision of clinicians, client satisfaction surveys, peer review, and direct feedback provided by law enforcement units to include assessments and referrals.
- Provides program support in the areas of contract compliance, reporting, goals and objectives, quality assurance systems, data collection, and documentation.
- Engages in component and program development, implementation, data evaluation, and formal reporting.
- Contributes to the development of policies and procedures supporting the delivery of programs and services.
- Coordinates or provides training, and other related staff development activities for unit staff and the El Paso Police Department.
- In collaboration with all Crisis & Emergency Service Division components, assures coordination and collaboration among all programs and services, and provides support to an integrated case-management approach to client services.
- Participates in and facilitates shift musters, leadership, and team meetings as appropriate.
- Stays informed of and disseminates to staff information related to the legal and ethical issues which may affect or directly influence the CIT unit.
- Ensures that requests for records is completed in a timely manner and demonstrates ethical conduct in all professional activities.
- Provide field support to CIT Specialists and law enforcement units during SWAT/CMT or other related calls.
- Performs other duties as assigned.

Minimum Education and Experience Requirements

Requires a Master's Degree in Psychology, Social Sciences or related behavioral field supplemented by three (3) years of progressive clinical, crisis intervention, field case work, or relative experience in crisis law enforcement and two (2) years of supervisory experience; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

Required Knowledge and Abilities

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

Physical Demands

This is field work where EHN staff will be assigned with a police officer. While in the field there may be physical demands that are beyond what is required in a typical office environment. While in the field you may be required to respond physically in the following manner: rapid physical response to protect oneself, strenuous physical exertion resulting from an altercation or exigent circumstance, running and or sprinting, assuming a bodily defensive posture, and the need to exercise PMAB response measures.

While performing the duties in an office environment, the employee is regularly required to sit and use hands and fingers to handle or feel. The employee frequently is required to reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee is occasionally required to stand, walk, and climb or balance. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus. Must be able to operate a vehicle. Sitting 2/3 time. Stand, walk, bend, stoop, and kneel, reach with hands and arms, twist at the waist push and/or pull less than 1/3 of time. Lift and carry maximum of 15 pounds less than 1/3 of time, Keyboard manipulation daily 25%; standing 10% daily; bending 10% daily; and stretching/filing 10% daily.

Unavoidable Hazards (Work Environment)

Involves routine and frequent exposure to:

- Bright/dim light; Dusts and pollen.
- Other extreme hazards not listed above.

Special Certifications and Licenses

- Requires Licensed Professional Counselor (LPC), Licensed Clinical Social Worker (LCSW) or Licensed Marriage and Family Therapist (LMFT).
- Must be able to be credentialed as a LPHA or QMHP within a timeframe designated by EHN.
- Employee must be able to pass an extensive and detailed background investigation to be hired for CIT through the El Paso Police Department.
- Possess and maintain recognized current certification or complete specialized training to ensure up-to-date knowledge of job-related skills and technology.
- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background, and drug screen.

Americans with Disabilities Act Compliance (ADA)

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Other Job Characteristics

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.
- Must be able to wear a ballistic vest and flashlight when required.

Note: This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.