

## **JOB TITLE: MOBILE OUTREACH PROGRAM SUPERVISOR**

**Department: Emergency Mental Health Response Services (EMHRS)**

**Reporting Manager: Program Director**

**Officer Position Status: Full-Time**

**Classification Level: Exempt**

**Revised: May 2021**

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**POSITION SUMMARY:** The Program Supervisor of the Mobile Outreach Program is responsible for the direction and oversight of the Mobile Outreach Program. The Mobile Outreach Program of the Emergency Mental Health Response Services Program is a 24/7 program responsible for providing on-site crisis intervention and assessments to individuals in crisis or emergency mental health situations, as well as providing trauma response services for individuals having experienced a traumatic event. The primary goals of this program are client safety, emergency department diversion, and secure linkage to ongoing outpatient mental health services. Services are focused on safety and hospital/jail diversion. This position reports to the Program Director who will assign all duties and tasks to the Program Supervisor(s), as necessary.

### **Essential Functions of the Position Include, But Are Not Limited To:**

- Manages the daily operation of the program, insuring all program practices and procedures are carried out appropriately and efficiently.
- Provides clinical supervision, spot supervision, and case consultation for staff.
- Assists in the recruitment, orientation, training, and retention of staff and students.
- Assists with program development and implementation.
- Reviews closed cases for quality assurance.
- Attends and participates in all required agency meetings, as well as external meetings, as indicated by the Program Director.
- Creates and presents marketing and educational programs both internally and externally.
- Collaborates with other agencies, programs, or clients, to resolve issues and improve customer relations.
- Follows-up on all requests for obtaining confidential client information.
- Assumes supervisor-on-call responsibilities (approximately 6-8 days/overnights per month), as indicated by the Program Director.
- Participates in Erie County's Behavioral Mental Health Sub-Committee and serve as a contact person, in the event of a local disaster.
- Assists with supervisory oversight of other EMHRS programs, as well as other organization programs, on an as-needed basis.
- Assists with completion of Mobile Outreach clinical work (all duties specific to an Outreach Counselor II) on an as-needed basis.
- Collaborates and works seamlessly with other Program Supervisors.
- Serves as a member of the organization's Leadership Team.
- In the absence of the Director, the Program Supervisor with more seniority will be the department designee, responsible for providing advisement and making final decisions, as necessary.
- Performs other duties as assigned.

### **Position Qualifications:**

- **EDUCATION:** Master's degree from an accredited college or university plus full licensure in Social Work (LMSW or LCSW) OR full licensure in Mental Health Counseling (LMHC) required.

- **EXPERIENCE:** Minimum two (2) years of supervisory experience in a mental health setting providing clinical intervention services required. **Plus:** two (2) years of supervised experience (pre- or post-graduate) providing clinical intervention services to individuals in a mental health setting.
- **SKILLS:**
  - Excellent problem solving, conflict management, organizational and time management skills.
  - Demonstrate high level of compassion, confidentiality and empathy for clients.
  - Effective verbal, written and interpersonal communication with clients, supervisor, staff, and other departments.
  - Ability to exercise sound judgment and discretion.

**Position Requirements and Working Conditions:**

| <b>Physical Activities</b><br><i>Check all that apply</i>   | <b>Frequency</b><br><i>(N)Never, (O)Occasionally or<br/>(C)Constantly</i> |
|---|---|
| Ascending or descending stairs and the like.  | <b>O</b>  |
| Remaining in a stationary position, often standing or sitting for prolonged periods.  | <b>C</b>  |
| Moving about to accomplish tasks.   | <b>O</b>  |
| Communicating with others to exchange information.  | <b>C</b>  |
| Repeating motions that may include the wrists, hands and/or fingers.  | <b>C</b>  |
| Travel to meet with various stakeholders  | <b>C</b>  |
| Assess risk, detect risk factors for site safety purposes through being aware of surrounding environment, individuals, noises, observations, etc. | <b>C</b>  |

| <b>Environmental Conditions</b><br><i>Check all that apply</i> | <b>Frequency</b><br><i>(N)Never, (O)Occasionally or<br/>(C)Constantly</i> |
|--|---|
| Low temperatures.  | <b>O</b>  |
| High temperatures.   | <b>O</b>  |
| Outdoor elements such as precipitation and wind.               | <b>O</b>  |
| Noisy environments.  | <b>O</b>  |
| Hazardous conditions.  | <b>O</b>  |
| Poor ventilation.  | <b>O</b>  |
| Small and/or enclosed spaces.                                  | <b>O</b>  |
| No adverse environmental conditions expected.                  | <b>C</b>  |

| <b>Physical Demands</b><br><i>Check only one</i>                  | <b>Frequency</b><br><i>(N)Never, (O)Occasionally or<br/>(C)Constantly</i> |
|---|---|
| Sedentary work that primarily involves sitting/standing.          | <b>C</b>  |
| Light work that includes moving objects up to 20 pounds.          | <b>O</b>  |
| Medium work that includes moving objects up to 50 pounds.         | <b>N</b>  |
| Heavy work that includes moving objects up to 100 pounds or more. | <b>N</b>  |

**EEO Statement:**

Crisis Services is an Equal Opportunity Employer and considers all candidates for employment regardless of race, color, national origin, religion, sex, age, disability, citizenship, pregnancy, military status, marital status, sexual orientation, or any other characteristics protected by law.