



Martha's Vineyard Community Services, Inc.
IIC Program Manager
Job Description

Job Summary: Working under the administrative direction of the ICC Program Director, the Program Manager provides oversight, coordination, direct services and supervision of staff. This position manages the Enhanced Urgent Care Program (EUCP).

The Program Manager has approximately 4-6 indirect reports.

Charged with managing a robust emergency intervention and response program, the Program Manager of Island Intervention Center is integral in maintaining effective community relationships with Martha's Vineyard Hospital, Martha's Vineyard Public Schools, the five Island police departments, and other community organizations.

The Program Manager joins with MVCS' management, leadership, and quality management teams to ensure all contract and payor accountabilities are fulfilled and that the Island Intervention Center's relationships with families and other community stakeholders are characterized by trust, communication, and effective response.

The Program Manager assures:

- ❖ The service model is fully executed upon, with the highest clinical and operational standards
- ❖ MVCS supervision standards and procedures are maintained
- ❖ External relationships are built and sustained on trust, accountability, and quality
- ❖ A culture of continuous clinical and administrative improvement is fostered.
- ❖ Legal and ethical processes are identified and managed
- ❖ Best practice clinical care is maintained and modeled in clinical practice, supervision, and operations

Job Duties (*Essential Job Function)

1. Provides direct services to IIC clients and identifies consumers with high utilization of services for appropriate referrals and support and crisis planning, including but not limited to: *
 - Assessment of critical needs
 - Brief interventions
 - Referral, support, care coordination
 - Arrange safe transportation

- Coordination of care with other providers.
2. Responsible for the operation of the IIC on a day-to-day basis, including oversight and coordination of care, including on-call coverage to maintain 24/7 Emergency coverage. *
 3. Provides clinical and administrative supervision to designated staff following agency supervision standards and procedures, with an eye to the following: *
 - a. Develops supervisory/performance goals with supervisees and monitors goal progress
 - b. Displays exceptional leadership administratively and clinically
 - c. Audits supervisee clinical and administrative work and incorporates into supervisory meetings
 - d. Supports staff in implementing evidenced based practice in clinical care
 - e. Actively provides clinical guidance, consultation, and direction to members of the treatment team
 4. Responsible for developing a Community Outreach, Education and Community Awareness on Suicide Prevention. Participates on the Cape and Islands Suicide Prevention Coalition.
 5. Serves as active member of the Island Counseling's Center's Management Team*by:
 - a. Modeling highest standards of professional ethics and clinical practice
 - b. Exemplifying MVCS vision and guiding principles
 - c. Orienting and training staff
 - d. Oversees performance related to emergency interventions and crisis situations
 - e. Provides support, aids in problem solving and regularly provides resource information to clinical staff in Island Intervention Center and ICC, overall
 - f. Provides guidance to the staff to assure compliance with confidentiality laws and regulations
 - g. Willingly accepts other duties as assigned by the Senior Director or agency Leadership
 6. Implements key model components, including but not limited to: *
 - a. Staff scheduling
 - b. Staff utilization according to function
 - c. Timeliness and quality of interventions
 - d. Coordination of care and follow-up
 - e. Clinical Documentation
 - f. Data management and operational systems
 7. Maintains accurate and timely records, including electronic records, supervision records, weekly and monthly statistics, monthly narrative reports, and other documentation required by Department of Mental Health funders, or regulatory agencies, including DMH and BMC.
 8. Provides community outreach and involvement through education, participation in community meetings, and media presentations to support program development.
 9. Represents Island Intervention Center as a liaison to community agencies, and fosters immediate and routine communication with the Program Director about these relationships, vulnerabilities, and actions taken. *
 10. Actively participates in performance improvement and other quality initiatives within program and/or agency.

Qualifications:

- ❖ Possession of a Master's Degree in Social Work, Counseling or related field.
- ❖ Maintains license in good standing.
- ❖ Clinical expertise in working with adults, children, families, substance use disorder, suicidality and co-occurring disorders.
- ❖ Strong supervisory, organizational and planning skills
- ❖ Demonstrate a working knowledge of information systems, data base management, and processes for data collection and analysis.
- ❖ Possess excellent verbal and written communication skills.
- ❖ Ability to give constructive feedback to clinicians, to understand performance specifications for specific contracts, and ability to communicate with external contract managers.
- ❖ Possesses the ability to work effectively with persons who have diverse styles, abilities, motivations, and backgrounds.

This statement contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically requires, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.
