

Catholic Charities of Chemung/Schuylers
POSITION DESCRIPTION

POSITION TITLE:	Director of Residential Services	STATUS:	Exempt
DEPARTMENT:	Gateways CLP	W/C#:	8810
EEO #:	1.2	GRADE LEVEL:	425

PRIMARY FUNCTIONS: Under the direct supervision of the Associate Director, the Residential Services Director (RSD) performs the responsibilities, tasks and duties of the position under the general supervision of and reports to the Associate Executive Director (AED). The RSD is an integral member of the leadership staff and as such participates in internal policy formulation, program development and implementation.

The RSD manages and provides direct supervision to the Senior Resident Supervisor, Senior Housing Supervisors, and Care Management Supervisor which comprise the following programs: OMH Licensed, OMH – Supportive, HUD Housing, Care Management, and HCBS under OMH, HUD and OCFS regulatory authority. The RSD also works collaboratively in coordination with the Quality Assurance/Corporate Compliance Officer, Admissions Director, Business Manager, HMIS Administrator and in support of the Development Director when needed.

SPECIFIC DUTIES:

1. Responsible for establishing/implementing annual program goals and objectives in coordination with AED.
2. Overall responsibility to ensure that programs; (1) meet their program goals, (2) meet their occupancy/enrollment objectives, and (3) operate in compliance with corporate standards, policy and contractual requirements.
3. Provide supervision for program areas (including on-call coverage):
 - a. Follow procedure for recruiting employees.
 - b. Assist with specific hiring manager responsibilities e.g. background checks and forms, as directed.
 - c. Hire, discipline and terminate employees in accordance with agency policies.
 - d. Ensure that new staff are oriented to all program operations and compliance regulations, agency and program policy and procedures, and program goals and objectives.
 - e. Approve time-off and timesheets of managers, and
 - f. Conduct or oversee that probationary and annual performance reviews of management and program staff are conducted in a timely manner.
4. Ensure compliance, in coordination with the Quality Assurance/Corporate Compliance Officer, with each program's guidelines and individual funding sources.
5. Serve as clinical consultation resource for program, agency administration and other senior leadership, as needed.
6. Review all Care Management NYS Eligibility Assessments and Recovery Coordination Agency Assessments for HCBS services.
7. Assist the AED with the transition to DSRIP projects and other Medicaid system initiatives – i.e., program and operational changes that are required to successfully interface with Medicaid Managed Care and system redesign initiatives.
8. Assist the AED in developing and implementing strategies to incorporate performance-based models.
9. Work in coordination with Admissions Director to address ensure proper transitions from SPOA, BSU and EPC.
10. Through review, audit reports and training, ensure that all documentation not limited to admission notes, initial service plans, service plan reviews, discharges, physician and income authorizations/certifications, billing notes and assessments - are completed accurately, timely and according to regulation. Implements plans to resolve findings and deficiencies and report on progress, as needed.
11. Monitor the resolution of billing issues among respective Supervisor, Billing Specialist, QA/COO and Finance.

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12. Collaborate and coordinates with QA/COO with State Agency audit preparation and creation/submission of corrective action plans. Implements plans to resolve findings and deficiencies and report on progress, as needed.
13. Oversee case progress, provide overall case direction and review, attempt strategies to resolve compliance before discharge process and approve all discharges according to regulation.
14. Manage client-program complaints to a fair and satisfactory conclusion and file a written report to QA/COO and initiate appropriate corrective action.
15. Attend weekly Hotline, Admission Meetings, Utilization Reviews to monitor case progress and Admission Committee Meeting, as needed.
16. Ensure that client apartment units – private market and agency held - are kept to a safe and clean standard and that corrective action plans in response to property inspections findings are resolved.
17. Review incidents and implement, to resolution, any appropriate response. See that incidents are reported in NIMRS and NYS Justice Center. Participate on Incident Review Committee (IRC) and implement recommendations from the IRC.
18. Participate in other internal and external informational, coordinating and governance meetings, as needed; i.e., Leadership Staff, Continuum of Care Coordinate Entry Committee and Homeless Housing Task Force, and County MH/SA Sub-Committee.
19. Assists the AED with:
 - a. Goal-setting and developing outcome-driven measurable objectives, prioritizing issues,
 - b. Developing an annual work plan and monitoring its implementation toward continuous improvement,
 - c. Budget preparation and financial monitoring process, as needed.
 - d. Funding and renewal grant application processes, as needed.
 - e. Internal policy and program development, as needed.
20. Responsible for the completion of accurate and timely monthly reports to Associate Director and/or Executive Director.
21. Coordinate with the HMIS department to ensure data quality and timely data collection.
22. Review, approve and submit purchase orders within spending authority.
23. Assumes other duties as requested and/or assigned by the Associate Executive Director.

TITLE OF DIRECT SUPERVISOR: Associate Director

QUALIFICATIONS:

EDUCATION: Licensed Behavioral Health Professional -MSW, RN, LMSW, LCSW

EXPERIENCE: A minimum of 3 years of supervisory experience including 2 years of community based service provision.

Must have experience with oversight of Medicaid programs and knowledge of Managed Care Systems.

A combination of education and experience may be waived based on the discretion of the Executive Director

SPECIAL REQUIREMENTS:

1. Non-Traditional hours as determined
2. Candidates must be eligible to work toward becoming a Certified Peer Support Specialist/Peer Recovery Advocate.
3. Must identify as a currently and/or previously being a recipient of mental health and/or substance abuse services
4. Completing coursework in a timely manner with the end result of passing examinations.
5. Demonstrate ethical business practices in conformance with all state and federal laws and regulations.
6. Possess excellent verbal and written communication skills.
7. Possession of a valid NYS Driver's license and a driver's record considered acceptable by agency and insurance carrier.

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8. Demonstrate commitment to Agency Mission Statement.
9. Other requirements as outlined in Position Description.
10. Provide guidance and mentoring to individuals in recovery;
11. Aid people in removing barriers/obstacles to their recovery;
12. Assist others in improving their functioning in areas of living, learning, working, socializing;
13. Support peers in gaining independence within their community.

ADDITIONAL REQUIREMENTS:

- Demonstrate ethical business practices, in conformance with all state and federal laws and regulations.
- Possess excellent verbal and written communication skills.
- Ability to multi-task and prioritize duties.
- Willingness to foster agency, department and program wide cooperation and team work through use of positive/constructive communication techniques.
- Ability to maintain absolute confidentiality in regard to all records reviewed including consumer records, employee records and billing records.
- Proficiency and experience with PC's and Microsoft applications.
- Ability to analyze and interpret data and to handle problem resolution.
- Possession of a valid NYS Driver's license and a driver's record considered acceptable by agency and insurance carrier.
- Continuous use of a reliable, registered and insured vehicle.
- Demonstrate commitment to Agency Mission Statement.
- Working knowledge of community resources and funding systems external to the agency.
- Demonstrated knowledge of program compliance, regulations, and requirements of funding sources, HIPAA, and with the policies of Gateways Community Living Program including the Catholic Charities Confidentiality Statement.

Ability to meet the following physical requirements with or without reasonable accommodation:

- Use hands to manipulate, handle, feel, and control items or equipment, including motor vehicle;
- Stand, sit, walk, bend, stoop, kneel, and reach;
- Climb up or down stairs;
- Able to reach above or below shoulders;
- Occasionally lift or move objects weighing up to 10 lbs;
- Sitting at a desk or in a vehicle for long periods of time to perform certain job functions;
- Be able to read write and interpret written documents;