

Position Title: Community Support Services Team Lead
Program: Crook County CMHP
Program Location: Prineville, Oregon
Supervisor: Mental Health Clinical Supervisor
Employment Status: Non-Exempt (Hourly)
Salary/Wage: \$25.58 - \$33.56 Depending on Experience and Qualifications

Supervisor: Mental Health Clinical Supervisor
Supervisees: Supported Employment Specialist, Supported Housing Team, Peer Support Specialist, Case Manager/Skills Trainer

General Overview: The Community Support Services Team Lead will provide support to the Adult Mental Health Team Supervisor by providing direct oversight to all the support services team members. This position will provide direct supervision and daily oversight to these team members, as well as provide some direct client services. The purpose of the Community Support Services is to help individuals create and achieve goals related to health and well-being, community living activities, independent living skills, and social skills (among others).

Position Duties:

- Work closely with other program staff as a member of a multidisciplinary team.
- Provide direct, day-to-day supervision and performance monitoring over mental health program staff members who work in the CSS programs. Additional supervision should be provided if staff needs additional assistance, education, training, or support.
- Demonstrate competence in leadership, wellness, oversight and evaluation of services, and staff development.
- Provide direct services to clients in the form of case management or skills training. This may take place in individual or group formats.
- Manage inbound referrals to Community Support Services and appropriately triage them to facilitate effective transition into these services.
- Assist Mental Health Clinical Supervisor in conducting annual performance evaluations of program staff.
- Co-lead weekly team meeting with Clinical Supervisor to assist in team building, as well as the development of treatment plans, discuss individual progress, etc.
- Assist with program audits to ensure compliance with facility accreditation, licensing, State laws, and other regulatory requirements.
- Give effective and timely feedback to staff regarding performance outcomes and progress toward goals.
- Monitor work allocation to maximize output and effectiveness of staff.
- Provide daily oversight of scheduling and attendance of personnel.
- Periodically review documentation of team members to ensure quality.
- Stay abreast of guidelines and requirements for CSS programs such as Supported Employment, Supported Housing.
- Assist with development of Community Support Services processes.
- Remain dedicated to a healthy work environment for the benefit of employees and clients served.
- Maintain robust and effective collaboration with other BestCare and Brooks programs.

- Demonstrate the ability to manage time effectively, model good communication skills, act independently, and problem solve complex issues.
- Maintain professionalism and confidentiality per HIPAA, 42 CFR, Oregon Statutes, and BCTS Policies.
- Attend required program meetings, trainings, and Clinical Supervision designated by Program Director or Supervisor.
- Other duties as assigned.

Qualifications:

- Bachelor's degree in psychology, social work, counseling, behavioral science, or related field, **required**
- At least 2 years' experience in the behavioral health field, **required**
- If not currently certified, must obtain QMHA certification from MHACBO within the first 90 days of hire
- Experience providing services to individuals with Severe and Persistence Mental Illness (SPMI), **preferred**
- At least 1 year of supervisory or leadership experience in related field, **preferred**
- Ability to develop strong collaborative relationships, demonstrate good communication, and flexibility is a must. Ability to work effectively in a variety of cultural contexts
- Knowledge of strength-based and trauma-informed interventions, as well as other evidenced based practices
- Understanding and competency serving individuals that present with complex co-occurring mental health, substance use, and/or medical disorders
- Must be able to get along with co-workers and promote a safe, healthy work environment
- Bilingual preferred, but not required

Tools and Equipment Used:

Must have competency using computer for work processing, databases, internet, and electronic medical record usage. Experience with Microsoft Office is a plus. Must be able to use basic office equipment including fax machine and telephone. Must have a valid Oregon Driver License.

Physical Demands:

The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position requires an individual to be regularly available for work as scheduled. Position requires professional and personal skills to cope with stress associated with work involving a high degree of mental, emotional, and physical demands. This position also requires the ability to sit, stand, walk, bend, stoop, lift, push and pull on an ongoing basis. Specific vision abilities required by this job include close vision and the ability to adjust focus. Must be willing to work a flexible work schedule depending on program needs.

Work Environment:

The work environment will primarily be in clinic but may require occasional outside travel.

The position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon and BestCare Treatment Services.

To Apply:

Please complete an application using the link below along with a cover letter, resume, personal email address for communications and contact information for three supervisory references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](https://bestcaretreatment.org)