



**TOUCHSTONE**  
MENTAL HEALTH

## JOB DESCRIPTION

### Mental Health Worker Supervisor

**Program:** Residential Treatment  
**Reports To:** Treatment Director

**Classification:** Exempt  
**FTE:** 1.0

**Position Summary:** This position provides supervision and leadership for Mental Health Workers, and is a part of the management team at Residential Treatment.

#### **Essential Job Functions:**

**Establish a supportive and motivational relationship to help residents initiate and maintain positive avenues of growth.**

- Serve as a role model for residents regarding problem solving, decision-making and conflict resolution.,
- Develop and maintain rapport and therapeutic relationship with residents.
- Supervise residents to ensure an atmosphere of safety, security and responsible mental health care.
- Observe residents' behavior as well as physical and emotional symptoms and take action as needed. Perform behavioral management interventions according to resident risk reduction plan, crisis plan, and individual treatment plan.

#### **Provide leadership and supervision to Mental Health Workers**

- Maintain the proper staffing levels to adequately schedule coverage for a 24 hour per day, 7 days per week program.
- Interview and hire Mental Health Worker staff.
- Provide orientation, observation and training to MHW staff that complies with licensing standards.
- Create and maintain high performance standards in all aspects of program.
- Provide both individual and group supervision. Schedule and hold mandatory meetings.
- Perform staff evaluations in a timely fashion. Communicate regularly with staff on progress toward defined goals. Motivate staff to provide quality work.
- Share on-call responsibility to ensure adequate coverage for program.

#### **Function effectively as a member and leader of the residential treatment team.**

- Participate in overall treatment process with other staff and residents.
- As a part of the team, ensure an atmosphere of safety, security and responsible mental health care.
- Participate in daily shift change briefings concerning residents and facility. Provide all written and verbal information to other staff in a thorough, timely, legible, accurate, objective manner. Review client log daily.
- Maintain a collaborative, problem solving relationship team members. Provide regular communication regarding residents' progress, health issues and significant events to staff, case managers, other providers, & family members, as needed.
- Participate in treatment team and clinical meetings to regularly review and update individual treatment plans based on the changing needs and functioning levels of residents.
- Contribute to team effort to assure medication administration follows policies & procedures. Monitor the self-administration of medications by residents, as necessary.
- Provide help to other team members as needed. Be available for scheduled shifts as well as emergency coverage on short notice.
- Assist in orienting new team members about Mental Health Worker staff.
- Manage the Mental Health Worker salaries budget.

#### **Other Job Duties:**

- Share on call shift coverage with ILS Coordinator, and assist with coverage as needed.
- Attend agency-wide supervisors meetings, and participate in agency committee(s).
- Other duties as assigned.

**Relationships:** The incumbent reports to the Treatment Director. All MHW staff are supervised by the incumbent.

**Equipment Used:** The work of this position entails the use of standard office equipment. This position will also be approved to use the agency van.

**Qualifications:**

*Minimum Education and Experience*

- 21 years of age and possess a high school diploma or equivalent, AND
- Bachelor's degree with 2000 hours of supervised experience in the delivery of services to people living with serious and persistent mental illness, OR
- Graduate student in one of the behavioral sciences or related fields, and formal assignment by an accredited college or university to an agency or facility for clinical training, OR
- 6,000 hours of supervised experience in the delivery of services to people living with serious and persistent mental illness, OR
- Master's degree or other graduate degree in one of the behavioral sciences or related fields from an accredited college or university.
- Experience or knowledge of chemical dependency preferred.
- Experience in a leadership or supervisory role preferred.

*Knowledge, Skills and Abilities*

- Ability to work with people who have severe and persistent mental illness and chemical dependency. Excellent interpersonal skills with people from differing backgrounds and cultures.
- Ability to provide effective supervision to many staff in a 24 hour, 7 day per week situation.
- Ability to provide collaborative oversight for a work shift.
- Ability to serve as an appropriate role model for residents.
- Knowledge of and ability to intervene appropriately in crisis prevention and de-escalation when necessary.
- Knowledge of and ability to perform medication related tasks.
- Ability to be flexible in meeting scheduling needs.
- Ability to maintain confidentiality of resident information.
- Ability to drive residents safely and maintain a clean driving record.
- Experience with Microsoft Office suite.

**Physical Aspects of the Job:** The work of this position requires that the incumbent be able to see, hear, speak, read and write English clearly in order to ensure resident welfare and development. The incumbent must be able to lift up to 20 pounds, use all household equipment, as well as bend, stoop, stand and pull in order to perform or demonstrate independent living skills using household appliances and equipment. The incumbent must be able to walk up and down stairs, access resident's bedrooms, drive a car and use the telephone.

*The above statements are not intended to encompass all functions and qualifications of the position. Rather they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description.*