

Section B5: Program Specialist (Job Description)

POSITION TITLE: Program Specialist

GENERAL DESCRIPTION AND PURPOSE OF THE POSITION: This is a professional level direct service position with the members of Brighter House as the primary recipients of services. The Program Specialist provides psychiatric rehabilitation services to adults with severe and persistent mental illness in a Clubhouse model program. Duties include service planning, delivery of culturally competent services, job coaching and documentation. This is a generalist position sharing in the responsibility of operating Brighter House's programs. These programs include the work ordered day (prevocational units), social/recreational programs and employment programs. While the primary responsibility of staff is to engage members in all aspects of the Clubhouse operation, the ultimate accountability for these programs belongs to the staff.

This position exists to assist Burke County adults with severe and persistent mental illness to maximize their optimal level of functioning within the community and to prevent psychiatric hospitalizations.

The Program Specialist is responsible to and is supervised by the Associate Director and/or Executive Director of Brighter House.

MINIMUM QUALIFICATIONS:

EDUCATION: Bachelor's Degree in relevant human services area.

EXPERIENCE: At least 1 year of work experience or demonstration of basic care and assistance with adults with severe and persistent mental illness.

SKILLS/ABILITIES: Ability to manage a caseload with efficiency and effectiveness; Ability to advocate for members in the areas of employment and general life opportunities; Knowledge of community and community resources; Ability to work autonomously and collaboratively with prospective employers, members, and other staff; Ability to work under pressure and be flexible in daily work life; Ability to handle emergencies calmly and effectively; Effective written and oral communication skills; Strong organizational skills; and Ability to develop productive and therapeutic relationships with adults with mental illness.,

LICENSES/CREDENTIALS: Valid North Carolina driver's license required/must be insurable.

OTHER: Must be able to perform all duties and tasks of position. First Aid and/or CPR certification shall be obtained and maintained. Must pass criminal background check, NC MVR and Health Care Registry check.

PREFERRED QUALIFICATIONS (IN ADDITION TO MINIMUM):

EXPERIENCE: At least 2 years of experience with adults with severe and persistent mental illness, and training in psychosocial recovery practices and psychiatric rehabilitation.

LICENSES/CREDENTIALS: Has obtained education and/or experience to be a credentialed Qualified Professional (QP) in the State of North Carolina.

SPECIFIED DUTIES AND TASKS OF THE POSITION:

1. Weekly Notes

Performance Standards:

- a. Completes for the previous week, signs, and assigns to supervisor in the Electronic Medical Record (EMR) by the end of the business day each Wednesday.
- b. Ensures notes do not contain spelling or grammatical errors.
- c. Ensures notes are different and follow specific guidelines for content.
- d. Ensures content reflects goals and interventions from Person Centered Plans (PCPs).
- e. Gives members the opportunity to sign their notes and make sure notes are specific to the individual.
- f. Performs outreach to members in their absence and documents contacts.

2. Employment Notes

Performance Standards:

- a. Completes, signs, and turns in notes for the previous month by the first business day of each month.
- b. Writes notes for each member working on staff assigned Transitional Employment (TE) for site visits, job coaching and orientation.
- c. Ensures notes do not contain spelling or grammatical errors.
- d. Ensures notes are correctly completed following specified guidelines.

3. Authorizations

Performance Standards:

- a. Provides Membership Coordinator with updated Person Centered Plan (PCP) with all required signatures 3 weeks prior to authorization expiration or upon request for completion of upcoming authorization.
- b. Provides a precipitating event to Membership Coordinator 3 weeks prior to expiration of authorization or upon request for completion of upcoming authorization.
- c. Ensures there is no loss of funds for Brighter House as a result of failing to submit updated Person-Centered Plan (PCP) and precipitating event to Membership Coordinator for completion of authorization.
- d. Correctly completes Person Centered Plan (PCP) s and precipitating events following specified guidelines to ensure authorization for services.

e. Communicates any problems receiving needed paperwork to complete authorizations in time to the supervisor.

4. Person Centered Plans (PCPs)

Performance Standards:

- a. Initiates collaborative treatment planning with each assigned member on caseload before expiration of current Person-Centered Plan (PCP).
- b. If applicable, contact the community support team to complete a new and reviewed Person-Centered Plan (PCP) before the due date if needed.
- c. Communicates any problem with inability to complete Person-Centered Plan (PCP) due to external participants to supervisor.
- d. Completes relevant sections of Person-Centered Plan (PCP) service/support provider interview, goals and interventions using member input that are realistic, obtainable, and measurable.
- e. Updates Person Centered Plan (PCP) at least every 6 months, more frequently as a member's changing needs/functioning may dictate; New Person-Centered Plan (PCP) is completed annually.
- f. Documents review of plan within 30 days of authorization and maintains current doctor signature for service.

5. Unit Responsibilities

Performance Standards:

- a. Holds 2-unit meetings per day at designated times.
- b. Completes all responsibilities for assigned unit week including recruiting members to help make breakfast, planning and running Clubhouse culture, signing up members for outreach during morning meetings, and employment transportation as needed.
- c. Engages members daily in the running of the unit.
- d. In-reaches to other members to help complete tasks in your unit.
- e. Provides a unit with consistent supervision and attention.
- f. Obtains alternative coverage in times of absence from assigned program area(s).
- g. Completes specific tasks designated to the assigned unit on time.
- h. Creates and sustains meaningful work within the assigned unit.
- i. Collaborates, plans, and communicates with unit partner(s) to ensure optimal service provision in each unit.
- j. Works side by side with members completing unit tasks, instructing, and redirecting when necessary, and ensuring follow through with tasks being completed correctly.

6. General Staff Responsibilities

Performance Standards:

- a. Complies with all of Brighter House's Policies and Procedures
- b. Opens and closes the building according to procedures.
- c. Notifies supervisor of late arrival, time off, or early leave. Obtains prior approval for time off.

- d. Communicates with the supervisor regarding any member concerns or problems in general.
- e. Signs up for 2-3 social/recreation events per month; possibly more as the schedule requires.
- f. Works at least 3-4 holidays and/or holiday weekends per year; possibly more as schedule requires.
- g. Completes proper forms after business transactions using credit cards, checks, petty cash, etc.
- h. Fosters and participates in a positive workplace culture and supportive work environment at Brighter House, e.g., attempts to resolve any conflicts with individual(s) directly or reports issues to supervisor immediately if this is unsuccessful rather than discussing the issue with peers
- i. Participates in Brighter House meetings and scheduled activities when scheduled to work.

7. Members

Performance Standards:

- a. Advocates for members through a variety of mechanisms.
- b. Works with members' group homes, families, and any other treatment team members to address any positive or negative issues regarding members.
- c. Communicates positively and acts professionally with all members; demonstrates adherence to a strengths-based perspective with members.
- d. Actively reaches out to each member to establish a productive partnership where members view workers as a positive influence.
- e. Assists members in accessing needed services.
- f. Identifies barriers to service and develops solutions on a timely basis.

8. Conduct

Performance Standards:

- a. Follows Codes of Conduct established in Brighter House's Policies and Procedures
- b. Represents Brighter House in a positive professional manner at all times.
- c. Demonstrates adherence to Brighter House philosophy and applicable federal, state, and local guidelines in carrying out job duties
- d. Uses professionalism when working with other mental health professionals and any persons involved in Brighter House.
- e. Communication and professional behavior reflect respect for members and a sincere belief that all members have emotional strengths and coping skills to be built upon in service delivery.

9. Transitional Employment (TE) Placement Management

Performance Standards:

- a. Responsible for finding members who are interested in the placement.
- b. Trains the member on the job.
- c. Checks in with the member and placement at least twice a month.
- d. Addresses any problems and issues as they arise (with employer and member).

- 10. Obtains and maintains all required training. (See Policies & Procedures).
- 11. Will participate in Clubhouse specific training and meetings when available.
- 12. Job description is not limited to other duties and responsibilities as assigned.

WORK HOURS: Hourly Position. **Fair Labor Standards Act Status:** Non-Exempt.

This position description is a record of major aspects of the job, but is not intended as an all-inclusive employment contract. It should be understood that one may be reassigned to other duties or positions for which the employee will be qualified and trained at the discretion of Brighter House management. One must be able to perform all duties and tasks of the above named position.

Program Specialist	Date	Executive Director	Date
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This position description has been approved by the Board of Directors.