

## BOLEY CENTERS, INC.

### POSITION DESCRIPTION

Title:	Program Manager (TIEH)	Exempt/Nonexempt:	Exempt
Reports to:	Vice President of Community Services	Salary Grade:	G
Supervises:	TIEH Staff Case Managers/ Social workers Peer Specialist Licensed Clinician	Dress Category:	2

#### Summary

Description: This is a grant funded position lasting minimum 5 years.

Responsibilities for management of the TIEH Program (Treatment of Individuals Experiencing Homelessness) program **located at the Pinellas County Sherriff's Office Emergency Shelter (Safe Harbor)** and funded through Pinellas County Health & Human Services. This is a multi-organizational collaborative effort between Boley Centers, Pinellas County Sheriff's Department, Pinellas County, and Eleos (previously known as PEMHS). Position will oversee the delivery of services and assures services are delivered in accordance with regulations and regional policy. Responsible for documentation and deliverables that come from both the Department of Children and Families (DCF) Grant and a SAMSHA grant. Supervises staff, completes documentation and documentation reviews as well as ensures program goals are completed within guidelines.

#### Duties (Functions):

##### Primary (Essential):

- Monitors staff to determine adequacy of services provided to residents/ consumers of Safe Harbor. Recommends and takes corrective actions as necessary and appropriate. Coordinates with appropriate individuals regarding consumer related problems and issues. Ensures proper resolutions are determined and implemented.
- Ensures that all relevant and appropriate reports are completed in a timely manner, accurately, and submitted to the appropriate monitoring agencies
- Implementing a recovery oriented case management/ social work model that connects clients to housing resources, proper insurance, and applications to entitlements.
- Encourages collaboration between the case management team and partners within and outside of the Safe Harbor Shelter.
- Ensures, by frequent inspection, that assigned areas are maintained in good repair and meet CARF requirements. Coordinates, as necessary, maintenance and repair of facilities.

Formulates and implements corrective actions in response to inspections by AHCA, DCF, CARF and other regulatory agencies.

- Attends various committee meetings and activities as assigned or scheduled which may involve treatment plan reviews, residential screenings, staff and management related issues, training, quality improvement, utilization review and others as appropriate.
- Ensure accurate census data are consistently maintained and that admission and discharges are appropriately reported. Maintains proper documentation related to intake, transfer, discharge and other consumer movement.
- Coordinates the activities of team members so the principles of the recovery model are effectively implemented. Develops responsive services for consumers, ensures consumer needs and priorities are met and works with team members to assess the needs of each consumer to develop meaningful and individualized recovery goals.
- Documents individual and team activities including individual services and program outcomes. Prepares reports as required. Participates in program planning meetings that facilitate the implementation of the supported housing program.
- Monitors program budget and approves use of support funds.
- Coordinates access of community resources to supported housing staff through training, counseling and assistance. Monitors the quality and timeliness of consumer treatment plans per guidelines and ensures staff compliance with Medicaid, CARF and other requirements.
- Recommends selection of team members for hiring, monitors training and evaluates performance.
- Approves and completes check requests as well as ensuring receipts are submitted.
- Participates in meetings with the treatment team members weekly or as needed.

Secondary:

- Will comply with Compliance Plan and standards of conduct and report any noncompliance to the appropriate official.
- Will attend all required trainings.
- Completes other duties, as assigned.

Qualifications:

Education: Master's degree in human services or related field required, LCSW, LMHC, or LMFT preferred. No substitution permitted. Education must be from an accredited school, college, or university.

Experience: Three to four years relevant experience in human services with some experience working with mentally ill adults preferred. At least one year of supervisory experience required. Experience with launching new programs and compliance with grant requirements preferred.

Knowledge: Knowledge of mental illness, treatment of homeless individuals, counseling techniques, behavior modification, rehabilitation and treatment, staff supervision, management preferred.

Skills and

Abilities: Good skills and demonstrated abilities in communication - verbal and written, interpersonal relations, teaching/instructing, counseling, coaching, training, basic math and language, record keeping, evaluating, organizing work - own and others, planning, decision making, problem solving, negotiating, adapting to change, crisis intervention techniques- verbal/physical, coordination, cooperation, follow through, attention-to-detail, public relations - internal/external, supervision/management and such others that are usually and customarily considered necessary for satisfactory completion of essential duties.

Performance

Standards: Must comply with all work-related rules and standards including, but not limited to attendance. Must not present a direct threat to the safety or health of self or others.

Working

Conditions: Work is performed indoors to include office setting and outdoors; time spent in each setting varies depending on daily activities undertaken. Exposure to such environmental conditions as fumes, odors, dust, variable temperatures and uncomfortable noise at various levels may occur. Potential physical hazard may exist when dealing with difficult or unstable client. Special conditions including, but not necessarily limited to occasional overtime, occasional out-of-town/overnight travel, on-call duty, free of communicable diseases in transmittable stage certification, food service training may be applicable.

Physical

Requirements: Exerting up to 50 pounds of force occasionally and/or up to 50 pounds of force frequently and/or negligible amount of force constantly to move/manipulate objects. Physical activities, including but not necessarily limited to climbing, stooping, kneeling, crouching, reaching-above/below waist, sitting, standing, walking, fingering, grasping, feeling, talking, seeing, hearing, handling, driving, etc. at varying frequency and intensity may be required to satisfactorily accomplish one or more of essential duties.

Machines,  
Tools,  
Equipment, and

Materials: May include, but may not necessarily be limited to telephone, standard office equipment/materials; automobile/van; standard household appliances; standard household cleaning equipment/materials; food preparation tools, equipment and materials.

Safety

Equipment: May include, but may not necessarily be limited to, use of vehicle seat belts, protective gloves/mitts/apron, weight (lifting) belt. Special or unusual circumstances may require use of emergency safety equipment/materials including but not necessarily limited to fire extinguisher, first aid equipment/materials, etc.

Special

Requirements: Valid Florida driver's license, insurance and own transportation required.