

## POSITION DESCRIPTION

**Position Title:** Adult Community Services Manager

**Budget Department:** Developmental Disabilities and Behavioral Health

**Reports to:** Executive Director

**FLSA Status:** Exempt

**Pay Grade Level:** 13

**Benefits:** Eligible for all permanent, regular FT status benefits

**Other:**

### **SUMMARY OF POSITION:**

The position is responsible for oversight and program development of services and support for adults with mental health and/or substance use disorders. Administrative oversight will be provided to programs including, but not limited to, the Comprehensive Community Support (CCS), Community Support Program (CSP), and Targeted Case Management (TCM) by assessing, planning, implementing, and monitoring community needs and service areas. This position actively participates in the development and enforcement of all policies, rules, and regulations impacting program certifications, as well as preparation and budget monitoring. In addition, this position holds responsibility for all personnel functions within the delegated programs including placement, supervision, termination, performance evaluation, and position development of staff and contracted providers.

### **MINIMUM EDUCATION AND EXPERIENCE LEVEL REQUIRED:**

1. Bachelor's degree in the field of Social Work, Psychology, Behavioral Sciences, or related human services degree.
2. Five (5) years of related experience providing community-based mental health and substance use disorder services to adults.
3. Employee shall have the ability and emotional stability to carry out his or her assigned duties.

#### **Preference for:**

1. Master's Degree in a related field.
2. Five years of supervisory experience.

### **CERTIFICATION/PROFESSIONAL LICENSURE:**

1.

#### **Preference for:**

1. Licensed by WI DSPS as an LCSW, LPC, or LMFT.
2. Licensed by WI DSPS as a SAC-IT, SAC, CSAC or ICS.

**If minimum education, experience, certification or licensure is required by program statutes or funding sources, pertinent information must be attached.**

### **OTHER REQUIREMENTS:**

1. Must possess a valid Wisconsin driver's license throughout the term of this position as travel is required.
2. Must have access to a dependable personal vehicle.
3. Must have personal automobile insurance with minimum coverage limits of \$100,000/\$300,000.
4. Must successfully complete a Caregiver Background Check per Wisconsin Administrative Code DHS 12.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Plan, develop, implement, and coordinate programs for adults including, but not limited to, CCS, CSP, and TCM, functioning as an advocate and community leader for the clients, stakeholders, and the agency.
2. Work closely and cooperatively with all community stakeholders in areas such as service delivery, needs assessment, identification of service delivery gaps, and development of new programs where needed.
3. Conduct routine individual professional staff supervision including case consultation and monitoring of caseloads, client status, and professional development needs of staff.
4. Research and draft grant proposals. Complete necessary state reports for grant funding and programs.
5. Responsible for maintaining compliance with state certification of programs covered by DHS 63, 36, and 34. Develops and monitors policies and procedures and leads quality improvement projects. Modifies plans and services based on quality improvement findings.
6. Assure compliance and effectiveness of contracted providers and service agencies through supervision and monitoring of activities; conduct quality assurance checks and measurement of program outcomes. This includes negotiating and preparing contracts.

7. Assist in the development, implementation, and monitoring of the department budget. Monitors and works to enhance billing of Medicaid and other revenue-generating programs.
8. Responsible for staff scheduling to ensure adequate coverage of the department and monitors staff adherence to policies and procedures, providing necessary support and intervention when needed.
9. Prepare for and attend the meetings of the Behavioral Health Committee and The Human Services Board when requested by the Executive Director.
10. Perform additional job-related duties as necessary within the scope of the job responsibility.

**POSITION-SPECIFIC KNOWLEDGE & SKILLS:**

1. Knowledge of accepted principles and practices of supervision and able to direct and evaluate the work of staff.
2. Thorough knowledge of principles and current best practices in the field of Mental Health, AODA, and Human Services.
3. Ability to interpret mental illness and substance abuse, and its diagnosis and treatment to clients, families, court and law enforcement personnel, and community agencies.
4. Ability to exercise judgment, decisiveness, and creativity required in situations involving the direction, control, and planning of an entire program or multiple programs.
5. Working knowledge of the state and federal legislation that affects the development and operation of the 51 system in the local community.
6. Strong commitment to working toward improving cultural competence, as demonstrated by valuing difference and diversity, recognizing limitations in personal competencies and expertise, and having concrete ideas about how to improve cultural awareness, knowledge, and skills.
7. Knowledge of all State and Federal regulations and standards for the certification of programs within the Behavioral Health Department; ability to implement policy changes to insure compliance with State and Federal regulations.
8. Thorough knowledge of the Medicaid, Medicare, private insurance, and self-pay standards that impact clinical service delivery and reimbursement.
9. Must have personal characteristics that reflect qualities of leadership, ability to work with others, imagination, social vision, initiative, emotional maturity, and flexibility.
10. Knowledge of Emergency Government and Incident Command Structures and protocols, including First Responder roles and responsibilities.
11. Comprehensive knowledge of State and Federal confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
12. Working knowledge of Chapter 51 Emergency detention statutes and crisis response structures.

**CORE KNOWLEDGE AND SKILLS:**

1. Ability to effectively communicate orally and in writing.
2. Ability to establish and maintain effective working relationships with clients, supervisor(s), peers, service providers, and community partners in a way that supports the mission of the agency and the clients it serves.
3. Ability to comprehend and apply all applicable program standards set forth by Federal, State and agency requirements.
4. Computer literacy that allows for accurate and effective interaction and completion of reporting requirements.
5. Ability to abide by all policies and procedures of The Human Service Center including all documentation requirements and deadlines.
6. Ability to maintain the confidential nature of all consumer and business information per Federal and State regulations and agency policies and procedures.

**Environmental Conditions, Physical Demands and Tools & Equipment Used in this Position Attached**

**This job description reflects management’s assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned or reassigned to this job at any time.**

**APPROVED:**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

This job description has been discussed with me. I understand the responsibility of this position.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

---

Original: 11/2022  
Reviewed/Revised: