

Director of OMH Licensed Residential Program

Responsible for overseeing the daily operations, and Program Supervisors of two (2) OMH Licensed Residential Group Homes (congregate care level II) and the RITE (Residents in Transition Environment) program in Bath, Corning, and Hornell. Assumes supervisor role of Behavioral Health Intake staff. Ensures program compliance with applicable OMH regulations, contract requirements, and industry best practice, in the delivery of quality client services.

Supervisor: Chief Operations Officer - COO or designee

Education/Qualifications:

- Bachelor of Science in Social Work, Public Administration, Business Administration OR
- Associate's in human service with a minimum of (3) years post graduate mental health experience **AND**
- Three to five (3 to 5) or more years of experience in an administration and management role
- (operating a congregate residential program and RITE, (Resident In Transitional Environment), TAP, (Treatment Apartment Program)
- Knowledge and practical experience in providing services related to the treatment and recovery of individuals with serious mental illness, co-morbidity, and substance abuse.
- Working knowledge of residents (*including by not limited to*) Service Plan Review, Objectives, Goals, Person Centered approach, Rep Payee, and Medicaid billing services.
- Excellent oral and written communication skills; proficiency with MS Office.
- Ability to perform and manage in a team approach, excellent interpersonal skills.
- Ability to manage complex challenges and balance multiple demands on time and with attention to detail.
- Medicaid billable services and OMH regulations.
- Valid driver's license, and acceptable (*as defined by agency's auto coverage underwriters*) driving record.

Key Job Functions:

- Oversee daily operations and ensure all aspects of the group home, RITE apartment and behavioral health intake operate efficiently and successfully.
- Responsible for the management and quality of services provided to clients.
- Promote client independence, well-being, and quality of life.
- Ensure the physical locations are maintained for the health, safety and wellbeing of all clients residing in the group homes or in a RITE apartment.
- Manage program funds and expenditures within established budget, record, and document expenditures in compliance with policies and procedures.
- Adherence to budgets and contract deliverables; oversight of outcome measurements and metrics.
- Ensure compliance with Medicaid billing and reimbursement requirements, program, and audit requirements.
- Monitor Utilization Reviews, High Risk lists, Quality Assurance, and Incident Review activities.
- Interface with OMH field office via reporting, meetings, managing of audits, etc.

- Lead, coach, and manage program supervisors, front-line staff and behavioral health intake staff and performance through performance appraisals and ongoing supervision.

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Key Job Functions:

- Develop and maintain strong positive and productive working relationships, emphasizing proactive problem solving with staff of the program and other internal and external partners and stakeholders.
- Ensure the physical location, program operations and all related documentation are in compliance with policies, procedures, and licensor requirements.
- Review and investigate all client complaints and incident reports; engage in crisis interventions as needed.
- In partnership with Program Supervisor *or designee* and Human Resources Participate in the interviewing and selection of staff.
- Collaborate with Program Supervisor *or designee* in the supervision, evaluation, performance support, or discipline.
- Works collaboratively with Executive Team to ensure continued growth and stability in the OMH Licensed program.
- Provides 24hr on-call support to OMH Licensed Program Supervisors and Assistant Program Supervisors when needed.

Arbor Housing and Development Expectations:

- Report to work on time and work your scheduled shift, except in cases of emergency.
- In case of an emergency, contact your immediate supervisor and/or designee for guidance.
- Demonstrated leadership, respect for all staff, foster trust and improve overall effectiveness.
- Clear and direct communication.
- Accountable to one's own actions and decisions.
- Support a Non-Discrimination/Anti-Harassment/Sexual Harassment free work environment.
- Foster a harmonious and respectful environment and refrain from unprofessional conduct as referenced in the Personnel Policy Manual.
- Other duties as assigned by COO or designee.

Physical Demands / Environment

- Continuous mental and visual attention required.
- Prolonged periods of sitting or standing at a desk and working on a computer.
- Otherwise sit, stand, walks, reaches with hands and arms, climb, or balance.
- Typically stoops, kneels, bends, crouch, or crawls.
- Carry or pull up to twenty pounds.
- Professional Office Setting located at 26 Bridge Street Corning, NY, regular travel including but not limited to all OMH Licensed Program locations and community partner locations.

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Critical features of this job are described above. They may be subject to change at any time due to reasonable accommodation or other reasons. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.