POSITION TITLE: Program Coordinator, Decision Support Center
PAP CODE: S-6
FLSA STATUS: Non-exempt
FTE: 100%
POSITION REPORTS TO: Site supervisor - Adult MH Outpatient
DEPARTMENT: Outpatient Mental Health
SUPERVISES: Peer specialists (number varies according to need of the program)

PRIMARY PURPOSE OF THIS POSITION: The Decision Support Center Coordinator supervises the implementation of this recovery focused, shared decision making process utilizing computer assisted technologies and peer support within the medication services in the outpatient department. The Coordinator supervises peer staff as well as provides direct services to the consumers attending med clinic.

WORK SCHEDULE: The normal work week for this position is 37.5 hours each week. Changes and/or additional hours must be pre-approved by direct supervisor. The schedule is designed to meet program and consumer needs.

DESCRIPTION OF ESSENTIAL RESPONSIBILITIES AND DUTIES:

- Models recovery philosophy and practices with consumers, staff and supervisees in all interactions.
- Organizes, convenes and facilitates consumer use of the Decision Support Center as the entry point into the psychiatric medical services.
- Engages and provides orientation to consumers using the DSC Clinic including computer assistance and education about how to navigate the computer to complete the Common Ground Survey and troubleshoot printing, use technology skills to interact with tutorials and web based recovery information.
- Recruits, selects, trains staff; recommends terminations.
- Directs all operations and ensures staff coverage during the doctor hours. Ensures productivity standards and consumer needs are met.
- Completes all required supervisory and direct service documentation within agency and payer standards. Documentation would include but is not limited to: Progress Notes, Service Plans, Performance Evaluations, and weekly supervision logs.
- Coaches consumer and staff involvement in the best practice implementations.
- Establishes and maintains a system for tracking project activities, progress, research and outcomes. Maintains and updates the database of consumer users and staff relationships (Primary Support Persons) on a weekly basis to ensure optimal operation of software and users.
- Works closely with Pat Deegan and Associates as well as Community Care partners for continuous quality improvement and outcome management processes. Works on the Quality Improvement Team with Community Care in rolling out other Pat Deegan recovery products and services.
- Provides direct consultation, technical assistance and training for Consumers, Case Managers, Family Members, Medical Staff, Psychosocial Rehabilitation, Clinical and Residential Support Team Members regarding the use of the DSC and seamless integration within departments.
- Provides written and verbal reports, technical assistance, training presentations and materials to various stakeholders as needed.
- Manages project budget and expenditures in collaboration with supervisor and director.
- Resolves emergencies and crisis with support from clinical team; assesses and reports critical incidents; takes corrective/preventive action as needed.

REQUIRED MINIMUM TRAINING: This management level position requires a Bachelor's degree and at least 2 years of mental health direct care experience, which may include experience in peer support services. Must have at least one year of supervisory or management responsibility. Must complete a peer specialist supervisory training curriculum, approved by OMHSAS, within 6 months of hire. Demonstrates proficiency as a computer end-user of assorted internet and email browsers, and possess advanced skills in MS Word and Excel programs. Additional computer skills are a plus.

Interested employees, please respond to Rose Foerster, at rfoerester@tcv.net by November 10, 2017.

Employees referring outside candidates must send the candidate’s referral form and resume to HR in order to be eligible for the referral incentive.