



JOB DESCRIPTION

Team Lead - Addictions Services

Business Unit: Aspire Indiana

Department: Comprehensive Outpatient

Reports to: Practice Manager

Created: 09/25/2020

Location: Anderson, IN

Site: DeHaven Building /Community

FLSA Class: Full Time, Non-Exempt

Date Modified:

Position Summary

The Team Lead will utilize a strengths-based, recovery-focused approach in a professional manner to teach adults living with substance abuse and/or serious mental illness the skills they need in order to reach their individual recovery goals and to connect to their community. This position will assist with the coordination of client assignment to Outpatient Recovery Coaches and Peers at staffing, will work the Clinical Manager with new referrals for Recovery Coach and Peer Recovery Coach services and will assist in staff training and supervision for the team.

Essential Responsibilities

Team Training and Support

- Aid in SUD group audits for bachelor level staff
- Provide individual clinical supervision of bachelor level staff to include field shadowing with direction/oversight from the OP Clinical Manager to Recovery Coaches and Peers
- Provide training and ongoing support for members of the team especially related to agency policies, Medicaid programs and community resources
- Provide oversight of Recovery Coaches and Peers that assist with Problem Solving courts for Madison Court and the Pre-Trial Diversion program supported by the Justice Partners grant
- Assist in implementation of the recovery model and day-to-day operations of the facility
- Assist clients referred to the unit for services, staff referrals with treatment team, and maintain communication with the referral source, as assigned
- Provide ongoing training and assist in the completion of audits of ANSA's to ensure accuracy of assessments
- Provide shift coverage during staff vacancies and absences
- Maintain understanding and assist team in implementation of agency approved Evidence Based Practices
- Travel to provide services in a variety of flexible settings within the larger community

Case Management & Life Skills Services

- Provide care management and/or skills training services to individuals and/or in a group setting toward achievement of overall goals; some evening hours required
- Teach critical skills using Substance Use Disorders (SUDS) curriculum as needed to reach the clients' goals
- Teach clients how to use community services and how to access community resources (food pantry, library, public transportation, etc.)
- Assess critical skills functioning related to the client's identified goals
- Travel to provide services in a variety of flexible settings within the larger community
- Coordinate with clients to assess and identify goals for a person-centered treatment plan for services
- Arrange referrals to external treatment domains or agencies, as needed

- Provide advocacy for clients and families, including attending referral-required meetings (CFTM, court, problem-solving court, etc)
- Organize and conduct appropriate learning sessions in group and individual settings utilizing curriculums and structured trainings
- Complete appropriate assessments for functional impairments and strengths (ANSA/CANS, treatment planning, monitoring overall service delivery, etc.)
- Assist clients in obtaining and maintaining all benefits and entitlements

Performance

- Meet or exceed established metrics for individual, department, and organizational goals
- Adhere to Aspire's policies, procedures, and guidelines, including the Corporate Compliance and Safety Programs as it applies to individual job duties, the department, and the organization
- Timely complete all required personnel related documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, etc.)

Coordination and Communication

- Coordinate, monitor and assess incoming referrals
- Build and maintain caring and trusting relationships with clients and family members, as well as a strong working relationship with Aspire staff and supervisors
- Build and maintain a strong network of external relationships, which may include DCS, other mental health agencies, health providers, community agencies, community resources, etc.
- Communicate effectively with Utilization Management staff regarding prior authorizations
- Work collaboratively and effectively with a multidisciplinary team and communicate with all parties involved in working towards the client's identified goals
- Become knowledgeable regarding community resources and maintain a strong referral network
- Open to coaching; respond appropriately to direction from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities

Reporting and Documentation

- Responsible for timely, thorough and accurate documentation and billing in the Electronic Health Record (EHR) according to Aspire policies and procedures
- Keep timely, thorough and accurate progress notes, document next steps, and update treatment plans accordingly according to Aspire policies and procedures
- Seek and routinely document clinical supervision on all individual cases
- Timely complete and maintain all external required reports and/or documentation according to Aspire standards, policies and procedures, and as required by external agencies (e.g. C/ANSA, BPHC, DMHA, etc.)

Professional Development

- Complete and maintain compliance with any and all required trainings, certifications and continuing education requirements for the position to enhance professional and job-related skills
- Participate in appropriate team and/or administrative meetings and/or assigned committees
- Attend education events/seminars to continue developing expertise in the field and improve important professional relationships
- Successfully acquire and maintain ANSA and/or CANS certification(s), per position requirements
- Proactively create and execute a professional development plan to stay current within field

Core Values

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

- **Self Care** - Taking deliberate care of our own mental, emotional, physical, financial, and social well-being

Position-Specific Competencies

- **Flexible:** Ability to move between multiple locations as required for position, quickly adapt to the consumer and the location, and address emergent situations
- **Problem-solver** - Critical, creative thinker in solving problems and reaching goals with consumers
- **Collaborative** - Work cooperatively with consumer and family members (if applicable), as well as outside treatment agencies, to reach recovery goals identified in consumer treatment plan
- **Detail-oriented** - Exercise organizational discipline in maintenance of accurate documentation systems and case management practices
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments

Skills, Knowledge & Abilities

Education and Experience

- Bachelor's degree in social work, psychology, counseling or a directly-related human service field from a college/university accredited by the US Department of Education required
- Two (2) years directly related experience in past professional and/or nonprofessional roles required
- Team Lead or Supervisor experience in a medical or behavioral health setting preferred

Other

- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently as well as collaboratively within a team setting
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols
- Seek guidance and direction proactively to facilitate the successful completion of all job duties
- Must be able to demonstrate effective conflict-resolution and communication skills
- Must be able to demonstrate accuracy and thoroughness and the ability to problem solve and utilize critical thinking skills
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Knowledge and application of utilizing social service systems (Medicaid, Social Security, Corrections, etc.)
- Must be able to demonstrate the effective use of Aspire's Electronic Health Record (EHR)
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person
- Must be detail oriented, have excellent organizational skills and be flexible
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Must have reliable transportation to transport self/others and to attend trainings and/or meetings
- Display a positive work ethic

Physical Demands & Working Conditions

The nature of work may generate considerable physical (transporting, moving, assisting clients, etc), mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Community-based environment with heavy travel throughout the community in various types of weather/conditions, working from a mobile office when needed; some evening hours required
- Use of computers, cell phones, virtual meeting tools and other technology devices up to 75% of the time
- Daily, weekly, monthly and annual deadlines
- Ability to communicate effectively by phone, in person, email or video
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Frequently required to be physically mobile (stand, walk, reach, use hands and finger, stoop, kneel, crouch or crawl, climb, balance, bend) throughout work hours, and also the ability to sit for prolonged periods throughout work hours
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Ability to occasionally lift files, open filing cabinets, climb to reach higher files and lift average-weight objects up to 25 lbs

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Vaccinations

For those employees who have direct patient contact, it is recommended by the CDC that a record of immunizations be documented and retained in a health personnel file. Written documentation (vaccine record) or titres (blood testing) may be needed to determine immunization status.

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature

Date

Printed Name