

ACS MCT Clinical Manager

Class Title

Class Code

U18

Salary (Suggested)

75,147 to 103,396

OVERVIEW

Mobile Crisis Team (MCT) Clinicians are a collaborative program between the Department of Behavioral Health Services with Bernalillo County and the City of Albuquerque developed to respond to unmet needs specific to answering behavioral health crises in a therapeutic manner in the community. MCT works collaboratively with Albuquerque Police Department, Bernalillo County Sheriff's Office and Bernalillo County Fire Department to respond to emergent mental health related crises in the community through 911 dispatch throughout City of Albuquerque and Bernalillo County. The purpose of the MCT is to rapidly respond, effectively screen, and provide early intervention to help those individuals who are in an active state of crisis, and ensure their entry into the continuum of care at the appropriate level.

ACS MCT Clinical Manager will be responsible for clinical MCT clinicians and coordination of the MCT program and clinical supervision of MCT clinicians. They are also responsible for working with the Albuquerque Police Department, the Bernalillo County Sheriff's department, Bernalillo County Behavioral Health Department and the University of New Mexico Institute for Social Research to ensure program fidelity. Other responsibilities include: program administration, community networking, inter-agency coordination, reporting, supervision of staff and provision of behavioral health services and direct client care on an as needed basis. The MCT Clinical manager will receive clinical support and seek clinical consultation from the APD Psychiatrist. The MCT manager will report to, and get administrative supervision from, the Deputy Director of ACS.

ESSENTIAL FUNCTIONS:

1. Administer and coordinate MCT program for Albuquerque Police Department, the Bernalillo County Sheriff's department, Bernalillo County Behavioral Health Department and the University of New Mexico Institute for Social Research.
2. Will provide supervision and training related to clinical services and assessments to MCT Clinicians.
3. Coordinate issues related to scheduling, overtime, and general programmatic question with MCT program partners.
4. Oversee program activities to ensure to such are conducted within the scope of work in the MCT Clinician job description, and established MCT standard operating procedures.
5. Develop and implement Quality Assurance procedures including chart reviews for program.
6. Work with other City departments and partner agencies to revise program policies and procedures and formulate new guidelines as they relate to mobile crisis services as appropriate.

7. The Clinical Manager may conduct assessments, provide direct client care, and coordinate follow up services for individuals contacted by MCT staff.
8. Participate in and coordinate all Mobile Crisis Team meetings and report out to program partners as needed.
9. Complete quarterly and annual reports to all program partners associated with the MCT program.
10. Participate in senior staff meetings.
11. Responsible program supervision for at all MCT staff.
 - a) Daily scheduling in conjunction with program partners
 - b) Conduct or coordinate relevant training
 - c) Perform annual performance evaluations
 - d) Interview and select candidates for open positions
 - e) Coaching or disciplinary actions as appropriate
 - f) Approve request for leave and timesheets for direct reports.
12. Must be willing to work collaboratively with law enforcement, area hospitals, and partnering agencies to coordinate services.

OTHER RESPONSIBILITIES

1. Participate in community networking, inter-agency groups and national organizations to promote program goals.
2. Serve as an advocate for individuals experiencing mental and behavioral issues.
3. Carry out all duties in a manner that is consistent with the Mission, Vision, Values philosophy and policies of City of Albuquerque.
4. Willingness to participate in cultural activities both within the agency and in the community.
5. Knowledge of the cultural, social and economic backgrounds of the populations served.

EDUCATION, EXPERIENCE AND LICENSURE REQUIREMENTS

1. Master's Degree or higher in social or behavioral sciences and independently licensed.
2. At least 1 year of experience of management, supervisory and/or administrative experience.
3. Must be willing to obtain 40 hours of APD Crisis Intervention Training and enhanced crisis intervention training.
4. Current First Aid Certification or willingness to obtain

PREFERRED KNOWLEDGE

1. Knowledge or experience of individuals who have mental or behavioral health issues.
2. Knowledge of Crisis Intervention Services.
3. Excellent interpersonal skills including the ability to work well with a wide variety of people, including clients, staff, colleagues, vendors and individuals throughout the community.
4. Demonstrated ability to direct, lead and train others.
5. Strong organizational, team building and supervisory/management skills.
6. Effective time management skills and the ability to effectively manage multiple priorities and to meet deadlines.
7. Ability to work independently displaying good judgment and problem solving skills.
8. Good computer skills including, Microsoft Office, Word, Excel and database.
9. Must have a valid driver's license, reliable transportation, a good driving record and be insurable by agency's insurance carrier.
10. Bilingual helpful.