

Job Title: Behavioral Health Urgent Care Crisis Supervisor**Job Summary:**

The Behavioral Health Urgent Care Crisis Supervisor oversees the day-to-day operations of the behavioral health urgent care team. This role provides clinical and operational supervision, ensures adherence to policies and procedures, and supports staff to deliver high-quality care. Responsibilities include schedule management, staff supervision, data reporting, and collaboration with internal and external stakeholders.

Key Duties and Responsibilities:

- Provide clinical and operational direction and supervision to staff in the urgent care setting.
- Consult and collaborate with the Manager of Crisis Services to ensure processes and procedures are followed effectively.
- Maintain a safe environment by ensuring compliance with agency policies and safety protocols.
- Partner with First Responders, 988 services, and other internal and external behavioral health providers to coordinate care.
- Monitor and report metrics and outcomes required by grants, ensuring data accuracy and compliance.
- Assist with crisis assessments and screenings when necessary to expedite care delivery.
- Support health screening processes and linkage to appropriate medical care (e.g., RN, PCP, or psychiatrist).
- Train, mentor, and coach staff to build competence and improve service delivery.
- Lead hiring, orientation, and competency evaluations for new staff.
- Attend and participate in agency meetings, supervision sessions, trainings, and quality improvement initiatives.
- Perform additional duties as assigned to support agency goals.

Skills and Abilities:

- Excellent verbal and written communication skills.
- Strong interpersonal and customer service abilities.
- Exceptional organizational and time management skills.
- Proven analytical and problem-solving expertise.
- Effective leadership and supervisory skills to manage and inspire a team.
- Ability to prioritize tasks and delegate responsibilities effectively.
- Proficiency in conducting clinical assessments, diagnoses, and triage.
- Capacity to work efficiently in a high-paced, occasionally stressful environment.

Qualifications:

- Master's degree in Social Work, Counseling, Marriage and Family Therapy, or a related field. License eligible in Illinois as LCSW, LCPC.
- Minimum 2-3 years of management experience preferred but will train right candidate.
- At least 1-2 years of experience in behavioral health crisis intervention.
- Ability to meet physical demands, including 25% walking or standing, and extended periods of sitting and computer use.

Work Environment:

This role involves a mix of clinical and administrative duties in a behavioral health urgent care setting. Flexibility and adaptability are key to managing dynamic and emergent situations.