

Job Title: Behavioral Health Residential Manager (6A)

Department: Residential

Reports to: Clinical Manager Behavioral Health

Effective Date: 01.01.2024

Job Summary:

Residential Manager is responsible for overseeing and managing the day-to-day operations of a residential facility that provides housing and support services to individuals with mental health diagnosis. The role involves a combination of supervisory, and client service provision.

Supervisory Responsibilities:

- Recruits, interviews, hires, and trains new staff.
 - Oversees the daily workflow of the department.
 - Provides constructive and timely performance evaluations.
 - Handles discipline and termination of employees in accordance with company policy.
- *Performs other related duties as assigned.*

Duties/Responsibilities:

- Develop and implement program policies and procedures in accordance with regulatory standards and organizational guidelines.
- Ensure the residential facility operates in compliance with local, state, and federal regulations.
- Recruit, train, and supervise residential staff, including direct care workers and support staff.
- Conduct regular staff meetings and provide ongoing training to enhance the team's skills in dealing with behavioral health issues.
- Coordinate and oversee the delivery of behavioral health services to residents.
- Work closely with case managers, therapists, and other mental health professionals to ensure residents receive appropriate care and support.
- Monitor residents' progress and behavior and collaborate with the treatment team to adjust individualized care plans as needed.
- Respond to crises and emergencies within the residential facility.
- Provide guidance and support to staff in managing challenging behaviors and crisis situations.
- Implement crisis intervention strategies and ensure staff are trained to respond effectively.
- Maintain accurate and up-to-date records, including resident files, incident reports, and program documentation.
- Collaborate with other departments and agencies to coordinate services and support for residents.
- Oversee the maintenance and cleanliness of the residential facility.
- Ensure a safe and therapeutic environment for residents.
- Address any facility-related issues promptly.
- Maintain open communication with residents, their families, and relevant stakeholders.
- Act as a liaison between the residential facility and external agencies, such as mental health organizations, government entities, and community resources.

- Attend relevant training and workshops to enhance professional skills and knowledge.
Attends supervision on agency meetings.

**Performs other related duties as assigned.*

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with electronic health record and Computer programs

Education and Experience:

- Bachelor's degree in a human services field, healthcare administration, or an equivalent field;
OR LPN/RN credentials.
- Minimum of 1 year working in residential setting or equivalent
- 1 year of experience specifically in the behavioral health field.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- 25% of time spent walking or standing
- Travel required as determined in order to meet essential duties.