



## **CLIENT SERVICES SUPERVISOR - Building Resilient Families (Family Residential) Program**

1.0 FTE

Classification: 3.B.2

Program: Recovery Resource Center

Location: 1900 Chicago Avenue

With the supervision of the RRC Division Director, this position is responsible for supervising and managing Building Resilient Families- residential treatment program to include: family residential treatment services for pregnant and parenting women including their dependent children ages 0-17, as well as delivery of the family continuum of services including extended family. The Client Services Supervisor (Building Resilient Families) will be responsible to: implement and manage the program; ensure successfully collaboration and coordination with service partners, funding sources, licensing authorities, and key stakeholders; provide effective supervision and staffing for service team; ensure provision and delivery of services; facilitate service monitoring and quality assurance, and provide direct services to individuals/families in the program as needed. With the supervision of the RRC Division Director this person will perform the duties of Project Director & Women's Coordinator within the SAMHSA grant and Alcohol and Drug Counselor within Rule 31 residential requirements, with training to also function as treatment director. This is a NEW position.

### **ESSENTIAL RESPONSIBILITIES**

1. Provide administrative and clinical supervision to staff members responsible for the clients/families involved in the Recovery Resource Center family residential program. Monitor and ensure direct service activity.
2. Develop and implement effective outreach and marketing plan.
3. Ensure delivery of family residential treatment in compliance with rule 31 licensing requirements and with compliance for all SAMHSA grantee requirements. Ensures integrity and quality of programs and services to clients through quality improvement, licensing and internal monitoring processes. Ensure safety and security of the facility/ building and the clients.
4. Ensure fiscal viability of programs/services in coordination with Division Director.
5. Ensure for adequate staffing ratios to meet licensing and contractual compliance.
6. Identify, coordinate, and ensure culturally-responsive care to families served with specialty in services including African American and multi-racial families
7. Ensure consistent application of agency human resource processes.
8. Monitor and continuously improve program services resulting in increased program performance, client satisfaction and achievement of contracted and agency-established program outcomes.
9. Ensure accurate and timely dissemination of information to program staff.
10. Participate in effective communication and accept supervision with/from Division Director
11. Facilitate and maintain relationship with community/contractual partners.
12. Compile and report in a timely and accurate manner program statistics at designated intervals.
13. Conduct meetings, supervision, and training with program staff.

14. Evaluate and mediate clients concerns and complaints with direction from Division Director.
15. Recruit, hire, train, retain, and evaluate staff. Ensure the quality of staffing to perform duties through proactive and equitable recruitment, screening, hiring, evaluation, training, and discipline practices.
16. Manage caseloads per program expectations. Ensure accurate / timely documentation for client file.
17. Ensure provision and provide services as needed to RRC families
18. Support and provide leadership in Resource, Inc.'s Undoing Racism and Promoting Diversity Initiatives.
19. Participate in the RRC Management Team
20. Other Duties as assigned.

### **SECONDARY RESPONSIBILITIES**

1. Manage miscellaneous projects and completes various tasks as needed by management.
2. Maintain on call availability and emergency on site response.
3. Other Duties as Assigned.

### **QUALIFICATIONS**

- Licensed Alcohol and Drug Counselor (LADC) OR eligibility to practice and or supervise chemical health services in compliance with MN Statutes 9530 (Rule 31) & MN Board of Behavioral Health & Therapy
- Bachelor's degree preferred or equivalent experience; Masters degree desired but not required.
- Demonstrated knowledge and/or experience in culturally specific services and needs for the African American community- required
- Capable of independent travel with valid driver's license and insurance.
- Three years supervisory experience preferred, but not required
- Five years of providing family services and/or treatment services/ experience- required
- Demonstrated knowledge and expertise working with individuals and families experiencing chemical dependence and/or dual diagnosis

### **Required Knowledge, Skills and Abilities**

- Strong verbal, written, and interpersonal skills
- Thorough knowledge of clinical continuum, to include: assessment, treatment planning, charting / documentation, crisis intervention, referral process, and discharge planning.
- Thorough knowledge of community resources
- Able to work effectively within diverse environment
- Good organizational skills and documentation skill that meet professional practices and program expectations to include: knowledge of screening and assessing, goal planning and review, case noting, discharge planning and follow-up.
- Establish and maintain professional relationships.

- Ability to utilize broad based knowledge of therapeutic and evidence based interventions for families

**STARTING SALARY RANGE:** Depending on Qualifications.

**BENEFITS:** 3 weeks vacation. 10 sick days, 10 holidays, medical, dental, life and LTD insurance, 401(k) plan, and free parking.

**HOW TO APPLY:** Submit application materials ATTN: Heidi Kammer MSW, LICSW, LADC, Division Director, Recovery Resource Center, 1900 Chicago Ave S, Minneapolis, MN 55404; Phone: 612.752.8000 FAX: 612.752.8001

The following materials must be submitted by the deadline ATTN: Heidi Kammer:

- RESOURCE application (available on webpage: [www.resource-mn.org](http://www.resource-mn.org))
- Cover Letter, identifying interest in the position, qualifications, & skills sets
- Resume summarizing career objectives, education, employment experience, including consultation roles, memberships/ affiliations
- A list of professional references (3)
- Salary requirement (this may be included on the cover letter).

**INQUIRIES: NO PHONE CALLS, PLEASE.** Inquiries regarding this position may be made via EMAIL ONLY to Heidi Kammer, MSW, LICSW, LADC, RRC Division Director; email: [hkammer@resource-mn.org](mailto:hkammer@resource-mn.org);

**DEADLINE:** All required application materials must be submitted ATTN: Heidi Kammer by **Tuesday, February 21, 2012.** Interviews will begin upon receipt of qualified applicants.