



11 union Street South Suite 208 Concord, NC. 28025

Position: Program Supervisor Peer Support  
Reports to: Director of Operations  
Hours: 30-40 hours weekly  
Base Pay: \$25-30/hr

### **Position Overview:**

PHILA Health Systems of NC (PHSNC) is seeking a skilled clinician, with extensive youth and family therapy experience to act as a Program Supervisor of Peer Support. The Program Supervisor under general direction, plans, supervises, coordinates, reviews, and participates in the work of staff providing non-clinical behavioral health services in an assigned program (Peer Support), including individual and group supervision; coordinates and directs the daily operations and activities of assigned program(s); collaborates with and provides consultation to management staff, other departments, outside agencies, and community committees related to the provision of behavioral health services; ensures compliance with Authority and mandated policies and procedures; and performs related duties as assigned.

### **Duties**

The responsibilities of the Program Supervisor include but are not limited to the following:

- Plans, supervises, coordinates, reviews, and participates in the work of direct care staff providing non-clinical behavioral health services in an assigned program; plans, coordinates, and directs the daily operations and activities of assigned program(s);
- Develops, monitors, and adjusts unit staffing schedules to ensure optimal service delivery.
- Evaluates employee performance; counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Coordinates and/or conducts staff training in the work of assigned program operations and services, legislative changes impacting service delivery, policies and procedures, and recent trends in assigned program areas which would enhance services; implements training procedures and standards; provides technical consultation and guidance to staff members and performs the more complex program duties assigned to staff.
- Prepares and submits budget requests for assigned unit(s); estimates future needs of unit in terms of personnel, equipment, supplies, and space; consults with manager on priorities and availability of funding and other resources.
- Provides direct services to clients under appropriate scope of practice; participates in the work of staff as necessary; makes or reviews decisions on difficult client assessment and/or casework matters.
- Collaborates with internal departments, external agencies and community committees to identify the community's service needs; arranges and coordinates services; conducts community



outreach to increase awareness of program services and operations; develops and implements plans to meet community needs.

- Works in coordination with Authority leadership, clinical staff, and support staff in developing and managing new programs, services, and treatment groups as necessary to better serve clients; evaluates program effectiveness and recommends development and/or modification of program goals, policies, procedures, and work standards to enhance program effectiveness; drafts and submits a wide variety of policies, procedures and plans for the execution of program operations; implements upon approval.
- Reviews, audits, and ensures staff maintain and submit accurate, detailed, and thorough documentation, case records, and notes of all billable and non-billable activities and services related to client care; provides feedback to staff and revises/completes necessary documentation for billing purposes.
- Performs crisis intervention for clients and walk-in non-clients; evaluates individuals to identify level of stable behavior; provides support and assistance in problem resolution; coordinates or arranges for the provision of appropriate care services; and places holds as necessary within scope of authority.
- Prepares a variety of program reports, correspondence, and related documents.
- Develop and maintain the confidence and cooperation of clients to secure pertinent information and to effectively deliver services.
- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

### **Qualifications**

- Equivalent to an associate degree from an accredited college with major coursework in public administration, behavioral health, psychology, sociology, or a related field.
- An advanced degree or training in a particular field may be required depending on area of assignment, grant funding or licensure/registration requirements by law.
- Three (3) years of increasingly responsible experience providing direct services to clients in a behavioral health or psychiatric setting, one (1) year of which must have been in a lead or supervisory capacity.
- Possession of a valid North Carolina Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.
- Possession of a valid North Carolina Peer Support Specialist Certificate.

- Knowledge of:
  - Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
  - Principles and practices of leadership.
  - Operations, services, and activities of a comprehensive behavioral health program which encompasses adult, juvenile, and children's services.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Basic principles of case management as they relate to the assessment of client needs.
- Principles and practices of direct client service delivery.
- Principles of behavioral health education.
- Principles of crisis intervention.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Methods and techniques of conducting training in assigned program area.
- Principles and practices of record keeping.
- Plan, organize, and coordinate the work of multidisciplinary staff. • Facilitate group meetings and training sessions.
- Effectively utilize community resources to assist clients.
- Effectively represent PHSNC in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Listen attentively to clients and address their needs and issues fairly and professionally.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify and nurture strengths, and support their right to make independent decisions as appropriate.
- Perform crisis intervention, respond promptly to client emergency situations and take effective action within scope of authority.
- Prepare clear and concise correspondence, client case documentation, and other written materials.



11 union Street South Suite 208 Concord, NC. 28025

- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**Personnel Practices**

1. Work Hours: Will Vary according to consumer availability
2. Documentation: Is due within 24 hours of completion of service

PHSNC is an Equal Opportunity/Affirmative Action Employer. All employment decisions are made without regard to race, color, age, gender, gender identity or expression, sexual orientation, marital status, pregnancy, religion, citizenship, national origin/ancestry, physical/mental disabilities, military status or any other basis prohibited by law. EOE, M/F/D/V

Disclaimer: The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. These statements are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position. I have read and understand the above job description.

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_

Date \_\_\_\_\_