



## POSITION DESCRIPTION

**Classification Title:** Intersystem Program Director

**Employment Status:** Full Time

**Reports To:** Executive Director

**FLSA Status:** Exempt

**Supervises:** None

**Exemption Type:** Administrative

**Civil Service Status:** Unclassified 124.11 [A] 18

### POSITION SUMMARY

The Intersystem Program (ISP) Director is responsible for program oversight and utilization management of coordinated care for the county's multi-system youth. The ISP Director develops and manages cross system relationships as it relates to program enhancement and services for children. The ISP Director is also responsible for managing the ISP budget.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

*To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for persons covered by the Americans with Disabilities Act, in accordance with its requirements.*

- Develops financial objectives by assisting in the development and oversight of the budget for the ISP – funded-programs. Monitors and approves ISP expenditures.
- Reads records submitted for consideration to ensure that the referral is appropriate and the information can be disseminated to the committee.
- Prepares and distributes case materials for the Children's Continuum of Care Committee. Initiates, schedules, facilitates meetings and participates in treatment planning and utilization review.
- Develops and schedules monthly reviews, facilitates meetings and participates in treatment planning. Leads the 4C meetings twice a month.
- Finalizes Service plans after the 4C meetings and ensures that all members agree with the plan.
- Works collaboratively with all member organizations of the ISP to expedite and facilitate the resolution of inter-system problems including emergency situations.
- Develops policy, forms and other material necessary to adapt to any upcoming modifications to practice and funding streams.
- Consults with ISP partners and other community leaders around the needs of children.
- Develops, facilitates and monitors ISP placement contracts and individual child and community service contracts. Monitors and seeks resolution to ISP program quality assurance issues and other issues.
- Seeks out placement resources for youth in need of residential or therapeutic foster care. Makes initial visit to residential facilities or foster homes, and annual/as needed visits to all placement resources.



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- Ensures accountability for program implementation by providing leadership, training, continuous communication and formal and informal reports along with resources and materials for program implementation.
- Consults with service providers to resolve problems, strategize and improve services.
- Participates in meetings, cross-systems discussion and assists with program development and implementation.
- Develops agenda and sends all relevant reports to the ISP Executive Committee for the monthly meeting, and participates in the monthly meeting.
- Keeps accurate records by completing and maintaining required documentation including monthly and quarterly reports required by the ISP.
- Develops individual contracts for placements on a yearly basis and oversees performance of contractors to ensure Board standards are met.
- Authorizes admission to ISP funded programs/JOP bed and evaluation.
- Generates and prepares the end of the year report and provides this to the ISP Executive Committee and Board Members.
- Participates on the “DD Crisis Kids” and “DD Bed Committee” and forecasts any youth that may be in need of services.
- Leads ISP program implementation and quality improvement efforts.
- ISP Director shall verify contracted providers accreditation, certification, licensing or state standards for the delivery of services on a yearly basis.
- Monitors the performance of ISP independent contractors to ensure the delivery of service and the providers are in compliance with all reporting requirements.
- Reviews reportable incidents, determines appropriate actions, and provides consultation to management, colleagues, and contract agencies.
- Participates in state meetings/trainings directly associated with grant opportunities and state level funding streams for youth services. Maintains strong knowledge of state level changes that impact funding and programs for multi-system youth.
- Works to overcome policy and/or funding barriers by working with and participating in cross-system discussions. Assists with ISP policy and program development and implementation.
- Participates in meetings as requested or required.
- Performs other related duties as required or requested.



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- Assists in the oversight and transition of Family Stability and Mentoring program coordination to the Family and Children First Council.

### BEHAVIORS & CHARACTERISTICS

- **Innovative Thinking** - Must be able to prioritize, think through and address issues that may impact ability to successfully deliver to all stakeholders.
- **Professionalism and Composure** – Able to project a professional, composed demeanor in all situations especially during stressful times, in a way that builds harmony and promotes relationships among all team members and stakeholders.
- **Interpersonal and communication skills** - Able to communicate effectively with a wide variety of people, including clients, employees, external providers and the public with an emphasis on rapport-building, listening, and questioning skills. Expresses ideas and opinions effectively and diplomatically.
- **Flexibility** - Available to assist and troubleshoot issues for stakeholders and others needing assistance, sometimes when working past normal operating hours. Remains composed when interruptions or delays in requested responses occur. Ability to adapt to new and changing information and environments.
- **Team player** - Able to handle multiple tasks and work collaboratively with others to identify problems, resolve issues and develop solutions.
- **Accountable** - Accepts personal responsibility for all areas of the position: keeps commitments and meets deadlines. Does not make excuses for work errors or problems, and can keep confidences and protect sensitive information. Able to manage multiple assignments well, prioritize and execute tasks under pressure.
- **Compliance** – Maintains compliance with all internal and external policies, procedures and regulations that affect MHARS and the ISP including confidentiality of personal health and other information, recognizing that most information is subject to public records request.

### PHYSICAL DEMANDS

While performing the duties of this job, the employee frequently sits for extended periods of time, and occasionally stands and walks. The employee regularly exhibits digital dexterity when entering data into computer. Vision demands include close, relatively detailed vision when focusing on a computer screen. Employee converses verbally with others in person and by telephone. The employee occasionally lifts varying weights of up to twenty-five (25) pounds when moving files, boxes, equipment and supplies.

### EQUIPMENT OPERATED

Automobile, digital camera, computer, telephone, fax machine, copier and other general office equipment.

### WORKING CONDITIONS

The employee is exposed to normal office working conditions of moderate noise levels. While traveling, employee is exposed to travel conditions and typical road hazards.



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### KNOWLEDGE, SKILLS & ABILITIES

**Knowledge of:** funding systems; multiple child serving system operations and protocols; clinical practices; system dynamics; strategic planning; program development; budget development and administration; organizational leadership; proficient in MS Office and other job-related software and applications.

**Ability to:** work independently demonstrating initiative; develop and maintain effective working relationships; exhibit flexibility in work schedule and job tasks; maintain and promote good public relations; collect and interpret data and research material; maintain confidentiality of non-public or sensitive information; mediate conflicts; coordinate multiple activities and tasks; maintain accurate and complete work records.

**Skills in:** verbal and written communication; preparing written and operational reports; maintaining good public relations; providing leadership and diplomacy; planning, scheduling and organizing work; collaborating and networking with other agencies; operating standard office equipment; application of MS Office and other job related programs; general typing.

### QUALIFICATIONS

Master's Degree required in Social Work or a closely related field with 5 to 10 years progressively responsible experience in a child-serving field. Demonstrates strong clinical skills and knowledge in mental health practices.

### LICENSURE OR CERTIFICATION REQUIREMENTS

LISW, LPCC, or RN. State Motor Vehicle Operator's License or demonstrable ability to gain access to worksite.

*This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling the position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.*

### EMPLOYEE UNDERSTANDING & AGREEMENT

*I UNDERSTAND AND WILL EFFECTIVELY PERFORM THE DUTIES AND REQUIREMENTS SPECIFIED IN THIS POSITION DESCRIPTION.*

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**Employee Signature**

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**Date**

**Management Approval:**

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**Executive Director Signature**

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**Date**