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## **ACT & OCR Program Director Wanted**

Want to work for a company that offers a supportive environment, values a collaborative approach, and encourages autonomy? Are you looking for a job where you will know your work is important? Child and Family Guidance Center is the place for you!

### **About CFGC**

Child & Family Guidance Center (CFGC) is a non-profit that has been dedicated to providing mental health services to both adults and children since 1896. The agency is the oldest child guidance center in Texas and 2nd oldest in the nation. CFGC has 8 locations across the DFW metroplex and is still growing.

### **Benefits**

- Health, vision, dental, and life insurance
- Short and long term disability
- Health Savings Account (HSA)
- 401K
- Vacation, sick, personal day, and 10 holidays
- Public Student Loan Forgiveness Program qualification
- Clinical supervision

### **The Position**

The position provides day-to-day supervision and administrative oversight of mental health services delivered to seriously mentally ill consumers to ensure the adequate and appropriate delivery of services. Coordinates the delivery of care with the Behavioral Health Organization and other agencies and provides services to the consumer. Screens and evaluates potential consumers and reviews initial service plans requesting authorization for ACT services. The position maintains primary administrative responsibility for team employees and supervision of staff in day-to-day activities, provides clinical oversight, training and support as needed, and provides management leadership to ensure delivery of quality, cost effective clinical services.



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## **Responsibilities**

### **Team Supervision:**

- Facilitates team meetings to include morning report and weekly staffing with ACT psychiatrist.
- Provides clinical supervision of team personnel as assigned, including:
  - ACT nurse
  - QMHP case-managers
  - Peer Support Specialist
- Provides clinical support and back-up for team members working in the field and during non-work hours for the ACT on-call, crisis telephone.

Interviews potential employees and makes team hiring decisions.

- Provides administrative supervision including any necessary disciplinary action, which may include termination.
- Provides staff training, as needed.
- Responsible for monitoring time and attendance for team members.

### **Client Care:**

- Coordinates client care and provides direct client care in the event of caseworker absence.
- Provides therapy and treatment services to ACT clients as needed.
- Monitors contact documentation to ensure that it is clinically appropriate and submitted in a timely manner.
- Responsible for intake interviews with potential consumers/family members for the purpose of preparing and submitting requests for authorization for ACT services. Prepares other clinical documentation; psycho-social assessment, reports to the court, mental illness warrants, etc., as needed.



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### **Community Representation:**

- Acts as agency representative at interagency meetings of providers as assigned.
- Participates in inner-agency meetings including hearing appeals, difficult case conferences, and other meetings as assigned.

### **Authorizations and Billing:**

- Ensures that initial and subsequent authorization requests to agency payer sources in a timely manner.
- Completes discharges of consumers no longer authorized or who have graduated from ACT services to a lower level of outpatient care. Facilitates their transition back to a lower level of care.

### **Reporting:**

- Prepares and submits reports as needed.
- Generates oral and written communication with agencies outside of CFGC regarding ACT business including: other agencies, NTBHA, hospitals, SSA, the criminal justice system, Medicare, and Medicaid.
- Responsible for maintaining ACT program compliance with state requirements and all payer requirements and expectations.

### **Education and Experience Requirements**

#### **Knowledge:**

Program Director must have a strong understanding of mental health diagnoses, treatment, documentation, insurance and managed care, and ethical standards of care, as well as experience providing direct services. Must have a minimum of three years of experience working with people with SPMI, and must demonstrate adequate performance of leadership duties.



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### **Education and License:**

Must have been awarded a Masters Degree (M.S./M.A.) in social work or related field from a four-year college or university; and have three or more years of related experience. Must be a Licensed Clinical Social Worker or Licensed Professional Counselor, current and in good standing.

### **Skills:**

- Must have the ability to interpret and implement standards and policies.
- Must be goal oriented and capable of working independently.
- Must possess a strong understanding and ability to work with diverse populations including various cultures, racial groups, and socio-economic levels.
- Must have strong interpersonal and clinical skills to develop a strong clinical team to execute the program.
- Must have strong leadership development, personnel supervision, and management skills.
- Must maintain strong program coordination and the ability to develop and implement operational policies and procedures.
- Must have a working knowledge of Microsoft Outlook, Excel, Word, and Medisoft billing and scheduling system or similar product.

Must have a high level of communication and writing skills.

### **Physical Requirements**

- Employee must be able to frequently (up to 90% of the time) sit, stand, walk, and climb stairs (if an elevator is unavailable).
- Must be able to frequently (up to 90% of the time) talk, listen and speak clearly in person and via telephone.
- Must be able to push, pull, lift and/or carry up to 10 lbs. in weight on occasion (up to 35%).