**Clinical Director**

Under the general direction of the Vice President of Mental Health Services, the Clinical  Director provides clinical and administrative oversight of the Department, both directly and  through his/her supervision of team leaders/program managers. This includes overall responsibility for administrative, fiscal and clinical performance of the department and all cooperative efforts with other Clinical Directors and Administration to develop and improve  efficiency of service delivery as interrelated between departments.

Direct supervisory responsibilities include supervision of staff, team leaders, after-hours staffing and all department related staff. Responsibilities also include cooperative efforts with program managers to develop and improve efficiency of service delivery as inter-related between departments and coordination with external service providers to improve the delivery of services  to clients and potential clients. Significant cooperation is required with police, courts, managed care companies and all other referral sources, including flexibility in responses meeting the individual needs of each person requesting intake or crisis services.

Clinical services shall be provided and administrative duties conducted in accordance with the standards of clinical practice established by the State of Missouri, the policies and procedures of the agency, the contractual requirements of all payers.

**Program Manager**

Under the general direction of the Clinical Director, the Crisis Center Program Manager provides project coordination and oversight of the Center. This includes cooperative efforts with all program staff and management to develop and sustain program.

Responsibilities include: technical and fiscal oversight; support and coordination of committees; clinical supervision and oversight; review and response to evaluation; coordination of project planning, implementation, service delivery and sustainability and facilitation of funder  compliance.

In addition to the duties of the Program Manager, the Program Manager shall perform other duties, as assigned.

**Psychiatrist**

Under the general direction of the Medical Director in cooperation with the Vice President of Mental Health Services, the Psychiatrist conducts comprehensive psychiatric evaluations, diagnoses, prescribes appropriate psychotropic medication, and manages the medical care, and  overseeing treatment for adults and children who are Agency’s clients in accordance with the  standards of clinical practice established by the State of Missouri and the policies and procedures  of agency.

The Psychiatrist provides high quality, patient centered clinical care by triaging clients in crisis to evaluate appropriateness for level of care, ordering and/or administering medications, and demonstrating clinical judgment in responding to priority client needs. The Psychiatrist will demonstrate effective communication with the client/family and the interdisciplinary team.

**APRN**

Under the general direction of the Medical Director in cooperation with the Vice President of Mental Health Services, the APRN conducts comprehensive psychiatric evaluations, diagnoses, prescribes appropriate psychotropic medication, and manages the medical care, and overseeing  treatment for adults and children who are the agency’s clients in accordance with the standards  of clinical practice established by the State of Missouri and the policies and procedures of the agency.

The APRN provides high quality, patient centered clinical care by triaging clients in crisis to evaluate appropriateness for level of care, ordering and/or administering medications, and demonstrating clinical judgment in responding to priority client needs.

The APRN will demonstrate effective communication with the client/family and the interdisciplinary team.

**RN**

In collaboration with a staff APRN and under the supervision of the Crisis Nurse Manager, the Registered Nurse provides nursing support to the adults who are clients of the Crisis Center in accordance with the standards of clinical practice established by the State of Missouri and the policies and procedures of the agency.

The Registered Nurse will provide high quality, patient-centered clinical care of clients in a psychiatric and/or substance use induced crisis.

The Registered Nurse will complete a medical nursing assessment on each client entering the Crisis Center. This assessment will be used to evaluate medical stability and determine if the Crisis Center is the appropriate level of care.

The Registered Nurse will coordinate with APRN and local Emergency Department to transfer clients to and from the Emergency Department when there is a medical concern.

Completes initial nursing assessment and medical history including head to toe assessment on all clients entering treatment. Head to toe assessment will be completed per shift thereafter.

Demonstrates safe medication practices and monitors clients for side effects from medications.

Effectively coordinates medications needs including refills, samples, prior authorizations, etc.

Educates client and families on symptoms of mental illness, medications self administration, and common side effects.

Shall monitor clinical duties assigned to Counselor Technicians in the Crisis Center facility and provide support as needed.

Demonstrates culturally competent knowledge and respect for all clients and guests through verbal and non-verbal communication techniques and behaviors. Provides support as needed.

Safeguards Protected Health Information written and electronically and maintains confidentiality in accordance with the agency’s policy.

Clinical services shall be provided in accordance with the policies and procedures of the agency and the contractual requirements of the State of Missouri, Department of Mental Health, Division of Alcohol and Drug Abuse. The Registered Nurse will behave professionally and demonstrate effective communication with the client/family and interdisciplinary team.

**Team Leader**

Under the general direction of the Program Manager, the Team Leader (TL) provides leadership, clinical supervision, direct service and evaluation for assigned staff members including Registered Nurses, Licensed Practical Nurses, Counselor Technicians/Supervisors,  Discharge Planners and Outreach Case Managers. This includes cooperative efforts with all program staff and management to develop and integrate services for the agency. Team Leader will participate in evaluating and improving program operation and performance as a member of the department leadership team.

The TL will lead the interdisciplinary team on a shift basis and assist in completing intake assessments, obtaining collateral information, and medial/psychiatric histories on clients in crisis. The TL will provide high quality patient centered clinical care and demonstrate clinical judgment in responding to client needs.

The TL will have both direct report and indirect reports that may include Outreach Case Managers, Counselor Technician Supervisors and Counselor Technicians. The TL will assist in coordination of follow up services with the QMHP Discharge Planners and Outreach Case Managers as people exit the Crisis Center. The TL will monitor all non medical activities throughout the facility and work collaboratively with nursing on any medical concerns that arise.

**Outreach Case Manager**

Under the general direction of the Crisis Center Outreach Team Leader, the Outreach Case Manager will provide assertive outreach, engagement and linkage to clients who are experiencing a  psychiatric and/or substance use induced crisis while staying at the center.

The Outreach Case Manager facilitates each person served engagement in services by creative service provision, problem solving and relationship building. The Outreach Case Manager networks with other community providers and provides an enhanced safety net for the person  served. The Outreach Case Manager works in nontraditional ways to meet the needs of a client.  Clinical services shall be provided in accordance with the policies and procedures of the agency  and the contractual requirements of the State of Missouri, Department of Behavioral Health.

**Counselor Tech**

Under the general direction of the Program Manager and Shift Supervisor, the Counselor Tech performs job after receiving general daily instructions. The Center will serve adult clients who are experiencing a psychiatric or substance use induced crisis.

The Counselor Tech will provide high quality, patient centered clinical care and demonstrate effective communication with the client/family and the interdisciplinary team.

The Counselor Tech shall have assigned duties that require a high level of precision and  expertise; this includes monitoring clients in a safe environment, performing and documenting  client safety rounds, obtaining vital signs, assisting with meals and preparation as needed,  maintaining cleanliness of the observation areas, inventorying clients property, laundry, and  performing same sex urine drug screens and pregnancy tests.

The Counselor Tech is responsible for providing or facilitating structured activities with the client in accordance with their recovery goals. Such activities include, providing onsite support services for clients and program as directed, assisting the treatment team in insuring a safe and therapeutic treatment environment for clients and staff, and communicating client activities,  needs and concerns appropriately to other members of the treatment team. The Counselor Tech will also assist at intake and triage by obtaining copies of reports from police officers and conducting initial vital signs. The Counselor Tech will also be responsible for documentation in an electronic medical record and updating the triage and unit boards

Clinical services shall be provided in accordance with the policies and procedures of the agency and the contractual requirements of the State of Missouri, Department of Mental Health,  Division of Alcohol and Drug Abuse.

**Discharge Planner**

Under the general direction of the Team Leader (TL) the QMHP Discharge Planner provides brief assessment, discharge planning, and assist in coordination of follow-up services as  appropriate for adults who are center clients to ensure they receive the services  they need in order to improve their functioning in the community and in accordance with the  standards of clinical practice established by the State of Missouri and the policies and procedures  of Agency.

The QMHP Discharge Planner will also assist the TL as directed or in the absence of the TL in answering all incoming calls, taking referrals, greeting visitors/clients, completing  triage/intake assessments, obtaining collateral information and medical/psychiatric histories on  clients in crisis arriving to the Crisis Center.