

LANCASTER COUNTY
CRISIS CENTER TEAM SUPERVISOR

NATURE OF WORK

This is advanced professional human service work with direct responsibility for the supervision of an identified team operating seven days a week at the Crisis Center.

Work involves supervising direct line staff while coordinating daily unit activities to provide continuity of services for clients. Work also involves coordination of activities with Mental Health Center professional staff as well as with a variety of agency representatives including law enforcement operating within southeast Nebraska. In addition to the above responsibilities an employee in this class is responsible for maintaining records and monitoring quality improvement functions in accordance with regulations and standards governing operation of the Crisis Center. Independent decisions will be made by this class regarding the safety and security of all clients detained on the unit. Members of this class are expected to participate in all unit functions including client custody and multidisciplinary team activities and are subject to call seven days a week. Supervision is exercised over Mental Health Technicians. Supervision is received from the Program Supervisor — Crisis Center.

EXAMPLES OF WORK PERFORMED

Manages daily activities of the Crisis Center to provide continuity of services to clients.

Supervises professional direct line staff of the Crisis Center to promote optimal team functioning in a high stress environment.

Monitors and directs daily Crisis Center operations to provide a safe and therapeutic custodial environment for clients.

Develops and implements procedures for Crisis Center daily functioning to remain in compliance with regulations and standards governing operation of the unit.

Works jointly with agency representatives to coordinate necessary client services.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge of sociological, behavioral and cultural factors influencing the behavior and attitudes of people.

Considerable knowledge of the laws, statutes and ordinances covering the requirements of persons served by the Crisis Center.

Considerable knowledge of functions and services of community organizations and agencies.

Ability to plan, assign and supervise the work of subordinates engaged in providing services to clients.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with clients, staff and law enforcement personnel.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in business, psychology, sociology or related field plus six months of experience supervising activities of confined persons or staff within a 24 hour setting or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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