

Western Montana Mental Health Center
410 Windward Way
Kalispell, Montana 59901
Phone: (406) 257-1336
Fax: (406) 257-1353

Position: Program Manager – PACT

Close Date: Open until filled

Hours: Full-Time

Job Summary: Under the direct supervision of the Clinical Director, the Program Manager establishes, administers and directs the Program of Assertive Community Treatment (PACT), a self-contained clinical team which assumes responsibility for directly providing needed treatment, rehabilitation and support services to identified clients with severe and disabling mental illnesses; supervises and evaluates the multidisciplinary team in conjunction with appropriate psychiatric support to ensure service excellence and courteous, helpful and respectful services to program clients; and functions as a practicing clinician on the team.

Duties and Responsibilities:

1. Direct day-by-day clinical operations of the PACT team including scheduling staff work hours to assure appropriate coverage for day, evening, weekend and holiday shifts and on-call hours; lead the daily organizational staff meetings and treatment planning meetings; continuously evaluates the status of clients and do appropriate planning and coordination of treatment activities to ensure immediate attention to their changing needs.
2. Direct and coordinate the client admissions process and treatment, rehabilitation and support services of the program in coordination with the psychiatrist. Schedule the admissions interview; develop and coordinate the initial assessment and initial plan; assign the most appropriate staff to the individual treatment team (ITT); and provide clinical supervision of the development of the comprehensive assessment and the treatment plan for each client.
3. Direct and coordinate, for each client, the comprehensive assessment of psychiatric history (e.g., onset, course and effect of illness, past treatment and responses and risk behaviors), mental status and diagnosis; physical health and dental health; use of drugs and or alcohol; education and employment; social development and functioning; activities of daily living (e.g., self-care, living situation, nutrition and money management); and family structure and relationships.
4. Participate in staff recruitment, interviewing, hiring, work assignments; orientation and performance supervision according to work rules, regulations, policies and collective bargaining agreements; develop and implement staff orientation and training; and manage student training.
5. Develop and administer the PACT program budget including line items to purchase as necessary furniture, equipment, communication devices, (e.g., telephones, cellular phones, beepers), and supplies and to cover travel (e.g., purchase or lease program cars, or cover mileage and insurance for personal staff vehicles or both).
6. Supervise medical records management assuring maintenance of the medical records in compliance with agency policies, Medicaid and other third party payment requirements; train staff on medical record requirements; regularly review client assessments, treatment plans, progress notes written by the staff; and supervise individual staff for medical records mastery.
7. Carry out and document quality-assurance activities and reviews of use of program services. Develop and maintain program policies and procedures and review as necessary.
8. Initiate and maintain relationships in coordination with other staff, with law enforcement and other human-services agencies, and with informal community resources (e.g., landlords, employers).
9. Conduct clinical assessments and provide direct clinical treatment, rehabilitation and support services to clients.
10. Perform on-call duties for crisis intervention and for staff supervision and consultation

Qualifications: The Program Manager has at least a master's degree in social work, counseling, psychiatric rehabilitation, or psychology. Must be licensed in Montana as an LCSW, LCPC, or Psychologist. Requires strong clinical skills and experience providing treatment to persons with severe and disabling mental illnesses. Supervisory and program management experience is desirable. The person in this position must have a clear understanding of the characteristics and problems of adults with severe and disabling mental illness and knowledgeable about the PACT model.