



Position: Refugee Mental Health Services Director
Program: Cultural Broker Program for Refugees (CSP); Harvard Refugee Family Strengthening Intervention; In-Home Therapy
Status: Full time, Exempt
Reports to: Director of Behavioral Health

Purpose: To educate and supervise staff as they support families with mental health challenges by providing strength-based interventions to promote personal health and well-being. To guide staff as they help families to work towards self-sufficiency and independence.

Responsibilities:

- Coordinate all aspects of the Community Support Program (CSP) Cultural Broker for Refugees Program including outreach, service provision, reporting, and evaluation.
- Provide consistent, quality services and consistent community outreach to stakeholder/constituent groups.
- Complete all required program-reporting requirements and submit to funders and JFS administration on a timely basis.
- Liaise with MBHP as the initial contact regarding any family issues or authorization/billing units. Attend quarterly MBHP regional meetings.
- Ensure that all CSP Family Support Specialists meet all the contractual administrative and clinical guidelines as set forth by the CSP program criteria.
- Review and approve individualized achievable service plans.
- Ensure that CSP Family Support Specialists conduct assessments and ongoing case management in either client's home, JFS office, and/or other appropriate settings.

- Coordinate provision of family and individual interventions that may include family life education, behavioral consultation, and community outreach.
- Assist CSP Family Support Specialists to make full use of existing community resources.
- Ensure that all documents in client files will be up-to-date, legible, accurate and in compliance with agency and insurance company policies and procedures.
- Ensure all CSP Family Support Specialists follow agency administrative protocols by completing and submitting accurate weekly billing documents, weekly logs, bi-weekly time sheets, and monthly mileage expenses in on time.
- Schedule and conduct individual/group weekly supervision sessions with all CSP staff so that they feel fully supported in their day-to-day tasks. Supervise all CSP Family Support Specialists and make certain that they deliver quality CSP services to clients and maintain good relations with the community and other agencies that work with their clients.

- Oversee the Harvard Family Strengthening Intervention (FSI) grant including supervision of staff, promotion of the goals of the program, safety planning, and meet grant-reporting requirements.
- Provide clinical supervision for Therapeutic Training & Support staff for In Home Therapy (IHT).
- Ensure that all TT&S Family Support Specialists meet all the contractual administrative and clinical guidelines set forth by the IHT program criteria.
- Support professional development for CSP Family Support Specialists and provide regular training opportunities in consultation with the Director of Behavioral Health.
- Review and sign off on CSP productivity reports in a timely manner.
- Perform other duties as assigned by NAP Director and/or Director of Behavioral Health.
- Perform all responsibilities within the framework of JFS's mission, values and policies.

Performance Criteria:

- Participants served in the program will be provided exemplary, best practice services.
- Meet goals, objectives and specifications as outlined in Community Support Program manual and guidelines.
- Meet goals, objectives and specifications as outlined in Harvard FSI grant and other assigned grants as mutually agreed upon.
- CSP Family Support Specialists will feel supported in assisting clients meet their goals
- Positive, constructive and productive relationships with colleagues, clients, and community members.

Qualifications:

- Passion for mission of JFS.
- Master's degree in Social Work or Psychology, and valid MA social work or psychology license.
- Experience in providing counseling services to refugee populations.
- An organized, creative professional with a sense of humor and initiative.
- Proficient computer and administrative skills.
- Experience in providing direct supervision.
- Proven ability to effectively work in with a culturally diverse workforce
- Outstanding verbal and written communication skills
- Capacity to be flexible and manage unpredictable situations.
- Ability to work autonomously as well as to function as part of a team.
- Valid driver's license.

Refugee Mental Health Services Director

Date: _____

Updated: May 2017