



Title: Director of Crisis Services

**Position's Role Summary:**

North Texas Behavioral Health Authority (NTBH), based in Dallas is responsible for developing a collaborative system of care for children, adolescents and adults with severe mental illness and other serious emotional disturbances, as well as those experiencing a substance use disorder. This position's actions and work must align with NTBHA values and goals, regulations, and policies and procedures, and meet all documentation standards and regulatory requirements.

NTBHA is seeking a person with excellent organizational, clinical and management skills to fill a critical role in developing and implementing expanded crisis service programs for indigent consumers with serious mental illness and those with co-occurring substance use issues. The Director will work closely with administrative, medical and clinical leadership to develop a continuum of crisis services, including establishing triage, residential and respite services. This position will have responsibility for and will share in administrative, clinical, programmatic, and budgetary operations. Primary responsibilities with regard to: developing, monitoring, and shaping residential, day, and support programs to meet the needs of the individuals through quality care as well as to best utilize the resources/funds provided for these programs; implementing policies and procedures that strictly manage the safety of the patients and staff; establishing training protocols and supervising clinical and administrative support personnel; ensuring ethical and professional conduct in all staff activities; coordinating with internal departments, law enforcement, state and local hospitals, and community agencies and organizations; reviewing and resolving incident management issues; ensuring quality and safety in the milieu and positive outcomes. Requires cellular availability after hours and flexible work hours to meet program needs. Responsible for adherence to and compliance with NTBHA policies and procedures and state regulatory codes.

**Education, Training and Experience (including licensure and certification)**

- Licensed Practitioner of the Healing Arts (LPHA) in the state of Texas: RN, RN-APN, PA, LPC, LCSW, PhD, or LMFT required.
- At least eight years experience in direct care of persons with a serious mental illness, including at least two years in psychiatric crisis service settings of inpatient hospitals, psychiatric emergency departments, and/or crisis residential centers.
- Experience participating as a member of a treatment team that develops and monitors treatment plans for persons with chronic & serious mental illness required.
- Experience with the implementation of policies, procedures, and protocols for MH services, either as a provider or manager, and experience supervising clinical and/or nursing providers required.
- Current knowledge and understanding of applicable state regulatory codes and state, federal and managed care specifications regarding administrative, clinical, programmatic, and budgetary operation requirements.



#### Required Skills and Abilities:

- Work autonomously and to make decisions consistent with applicable rules, regulations, policies and procedures.
- Create, analyze, prepare, and maintain records, files, documents, reports, and correspondence.
- Recognize problems and identify and facilitate solutions. Knowledge of community resources, local indigent behavioral health systems and local authority/service coordination principles, objectives, standards and methods, and of program policies and procedures.
- Communicate effectively and use effective interpersonal skills to communicate ideas and complex concepts with individuals from diverse cultural and socio-economic backgrounds through oral and written communication.
- Constructively and efficiently work with other professionals and staff, community representatives, persons with disabilities, and family members.
- Foster strong, positive, and effective working relationships with inter-agency and intra-agency team members, encouraging and supporting interaction among various team members across organizational lines.
- Respect diverse views and approaches, and contribute in maintaining an environment of professionalism, tolerance, civility and acceptance toward all employees, patients and visitors.