

2019 PROGRAM SPECIFICATION  
Premier Workforce Solutions

PROGRAM #: 660

STANDARD PROGRAM: SAIL House Manager

TARGET POP: MI

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YEAR: 2019

UNITS: Actuals

CLIENTS: N/A

ALLOCATION: TBD

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UNIT DEFINITION: Actual Expenses

GEOGRAPHICAL AREA TO BE SERVED: Southeast Wisconsin

DAYS/HRS OF SERVICE AVAILABILITY: 24 hours/day, 7 days/week

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language
- Certification standards where applicable
- Fiscal and program reporting criteria
- Allowable Cost Policy
- Audit criteria
- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- Maintain adequate liability coverage
- Civil Rights/Affirmative Action Policies
- Criminal background checks for staff
- Drug screening, driver's license checks and reference checks
- Human Resources Condensed Policy Manual for Student Interns, Volunteers, Temporary Agency and Contracted Staff.
- Payment of all wages, payroll taxes, worker's compensation, social security, federal and state unemployment insurance and any and all other federal and state taxes relating to the staff
- Fair Labor Standards Act
- Withholding payroll taxes, paying unemployment insurance, worker's compensation and social security contributions
- Complete performance evaluations and discipline and maintain employment records
- Recognize that authorization for services is approved by Racine County Human Services Department.
- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.
- All Provider external vacancies shall be advertised on JobCenterofWisconsin.com and Indeed.com

## PROGRAM DESCRIPTION:

Vendor shall provide 1 FTE contracted staff and payroll services for the following position:

### **SAIL House Manager**

To assist the SAIL supervisor in the day to day management of the SAIL program. Will be responsible for overseeing the work of SAIL lead workers and mental health technicians. Will assist in answering the Crisis and SAIL phone lines, assess consumer needs through careful collection of consumer data, describe basic services to consumers. Document all consumer contact. Follow up with crisis consumers when assigned. Develop and maintain relationships with other departments, Court and Law Enforcement.

### **Essential Duties**

1. Provide continuous care to SAIL consumers affected by severe and persistent mental illness and to ensure their safety.
2. Ensure that SAIL data is up to date and accurate in TCM, MARS, and consumer charts.
3. Ensure that SAIL is following up with consumers in an appropriate and timely manner.
4. Maintain SAIL's inventory of food, supplies, etc.
5. Assist in training new employees and ensuring that all required crisis training is completed in the required time frame.
6. Assist in overseeing the Leads as they complete their duties and that they are done in a timely and appropriate manner.
7. Assess consumers for SAIL admission
8. Assess consumers for their risk of suicide and appropriate crisis intervention.
9. Provide assessments to identify treatment needs of the consumer.
10. Provide brief counseling to crisis consumers and support consumer's participation in the treatment plan, development of coping skills, etc.
11. Gather data from consumer interviews, past records, other information, to gain understanding and verification of previous disorders and treatment episodes.
12. Coordinate with consumers' crisis/case workers to provide comprehensive care.
13. Answer the SAIL and Crisis Services Line as needed
14. Respond with Mobile Response when called.
15. Respond to potential suicide or other emergency telephone calls.
16. Provide consumers with necessary or appropriate information regarding services offered by the Behavioral Health Services of Racine County or community.
17. Recommend to supervisor the various services requiring authorizations.
18. Recommend to management changes or gaps in the system that prevent or hinder the delivery of services
19. Prioritize and organize time to cover assigned area.
20. Develop and maintain resources appropriate to needs of the consumer population.
21. Consult with other professionals in the field and in related fields to increase individual knowledge and understanding of various disciplines, changes and developments in the field of Human Services.
22. Develop and maintain an effective body of knowledge regarding laws and procedures affecting consumers.
23. Document all work to ensure compliance with County, State, and Federal requirements.
24. Complete all other duties as assigned.

### **Supervision Received**

Receives supervision from the SAIL Supervisor

### **Minimum Qualifications**

#### **Core Competencies**

1. Knowledge of Wisconsin State Statutes Chapters 34, 51, 54, 55
2. Knowledge of community resources
3. Ability to deliver concise oral and written reports
4. Ability to work well with other agencies and staff
5. Ability to respond to crises and to make appropriate judgments as to resolution

**Training and Experience**

1. Bachelor's Degree in Human Services field (criminal justice, human services, educational psychology, vocational rehabilitation, guidance counseling, psychology, sociology, social work).
2. Minimum one year post-graduate experience with mental health consumers
3. Prompt and regular attendance

**Licenses or Certifications**

1. Valid Wisconsin driver's license.

**EVALUATION OUTCOMES:**

1. 100% of referred candidates will meet minimum qualifications per the job description provided by Racine County.
2. 90% of vacancies will be filled within 60 days of initial posting.
3. 90% of employees will maintain a position within Racine County for the calendar year, maximizing employee retention.

An Evaluation Outcome Report must be submitted to Racine County HSD Contract Compliance Monitor by 2/1/20.