



Position: Team Leader, Critical Time Intervention (CTI)

Function: Responsible for overall program operations and services for the CTI Team

Reports to: Senior Vice President for Community Care

Tasks:

- Ensures the delivery of program services with fidelity to the CTI Model and in compliance with OMH and Medicaid regulatory standards.
- Recruits and supervises program staff.
- Conducts initial and continuing staff training.
- Ensures the implementation of safety and emergency services.
- Liaises with partnered hospital systems to manage referrals and facilitate access to services.
- Manages outreach and engagement, admissions and discharges, assessment, case presentations and team assignments.
- Oversees assessments and service planning to assure timely access to appropriate services.
- Ensures the documentation of program services in client charts and program records.
- Responds to inpatient and ER admission alerts and contacts medical provider/hospitals for admission/discharge information.
- Conducts quality assurance audits and activities to assess the effectiveness of services delivered, to ensure member charts & documentation are in compliance, and to ensure that quality services are being delivered to clients.
- Ensures required reporting to regulatory bodies and third-party payers.
- Certifies the eligibility for billing to third parties for program services rendered.
- Ensures the appropriate use of client service dollars by approving plans and expenditures.
- Convenes weekly team meetings ensuring that the entire caseload is reviewed, follow up activities are assigned and all requested follow up activities are conducted.
- Monitors phases of services and manages caseloads according to phases.
- Maintains and updates resource list for staff.
- Regularly updates supervisor on clients at risk, as well as personnel matters.
- Investigates incidents and reportable events.
- Ensures timely and accurate recording and reporting of data.
- Coordinate staff schedules and manage on-call requirements ensuring timely response to referrals and clinical events
- Responsible for payroll reports, reviewing employee timesheets, monitoring hours worked and vacation time.
- Submits other reports as required.
- Is on call for emergencies.
- Duties as assigned by supervisor.

Qualifications: Licensed Practitioners of the Healing Arts (LPHA) with 3-5 years post-licensure experience working with individuals who have mental health, or co-occurring mental health and substance use disorders, preferably with experience collaborating with hospital systems. Demonstrated competency in clinical documentation, stage-wise treatment and motivational interviewing. Strong written and verbal communication skills and strong leadership skills. Previous management and supervisory experience preferred.

Salary: \$95,000 plus generous benefits.

Email a resume, cover letter and contact information for 3 professional references to:

Kristina Socha-Garcia
Senior Vice President for Community Care
Email: KGarcia@acmhny.org

ACMH is committed to the mental and physical wellbeing of vulnerable New Yorkers and is a leader in the provision of outreach and engagement, care management, rehabilitation, crisis support, and supportive housing. ACMH is committed to becoming an anti-racist organization and seeks to promote actionable change to create an intentional culture of equity at individual, interpersonal and institutional levels.

For more information, visit our website: www.acmhny.org