



Metro Family Therapy

### **3-21 Personnel Policies and Procedures**

Metro Family Therapy, LLC seeks to maintain a well-trained, enthusiastic, and efficient group of employees who work together to make the agency successful by providing quality assistance to clients receiving services, including enhancing job satisfaction.

These personnel policies and procedures are provided to answer your common questions regarding benefits, work rules and how they affect you. You have access to these documents at any time and they will be approved and reviewed by the agency's governing authority. The policies outlined in this package should be regarded as management guidelines only, which in a developing company will require occasional revision. You are encouraged to read the policies carefully. Your employment at this agency is at-will. Aside from the agency's policy of at-will employment and those policies required by law, the agency reserves the right to change its policies as stated herein at any time.

### **3-22 Job Descriptions**

Job descriptions are written for each position in the agency including Director, Clinical Director, Administrative Assistant, and Mental Health Professional. At this time, all of the jobs listed by the agency may qualify under part-time or full-time positions. Duties will be clearly listed to the new employee. The job description includes the job title; essential functions; knowledge, skills and abilities; qualifications required; organizational relationships; and any other applicable information. It is your responsibility to meet all obligations of the job description. Job descriptions will be reviewed and/or revised by the department managers on an annual basis.

*Professionalism:* It is imperative that staff members hold themselves to a high standard. All staff is expected to dress presentably in a business casual manner. Facial piercings and unnatural hair colors are prohibited. All tattoos shall be covered.

*Recruiting:* As appropriate, this agency will recruit both inside and outside its work force to obtain qualified applicants. To support career progress of qualified internal candidates, internal recruitment may be utilized so long as it is consistent with equal employment opportunity objectives and results in a pool of qualified applicants. Applicants are encouraged to discuss their goals for progression with management at the time a job is posted.

*Performance Evaluation:* Your performance shall be evaluated annually in writing, or more frequently, if necessary. This evaluation is intended as a means of measuring and enhancing your

performance, fostering professional development and career growth, determining merit increases, and meeting the internal and external demands for documentation of individual performance. The evaluation should occur within thirty (30) days of your anniversary of original hire date. The performance evaluation will be based upon the job description for the position. The evaluation includes a self-analysis and comments from both you and your supervisor. Performance goals for the next evaluation period are established during this time. Should you transfer to another position/site or be promoted during the evaluation period, the previous supervisor will possibly complete an exit performance discussion.

#### THERAPST BASIC JOB DESCRIPTION

Diagnose and treat mental and emotional disorders, whether cognitive, affective, or behavioral, within the context of marriage and family systems. Apply psychotherapeutic and family systems theories and techniques in the delivery of professional services to individuals, couples, and families for the purpose of treating such diagnosed nervous and mental disorders.

#### THERAPIST BASIC DUTIES

- 1) Ask questions that will help clients identify their feelings and behaviors.
- 2) Collect information about clients, using techniques such as testing, interviewing, discussion, and observation.
- 3) Confer with clients in order to develop plans for post-treatment activities.
- 4) Counsel clients on concerns such as unsatisfactory relationships, divorce and separation, child rearing, home management, and financial difficulties.
- 5) Determine whether clients should be counseled or referred to other specialists in such fields as medicine, psychiatry and legal aid.
- 6) Develop and implement individualized treatment plans addressing family relationship problems.
- 7) Encourage individuals and family members to develop and use skills and strategies for confronting their problems in a constructive manner.
- 8) Maintain case files that include activities, progress notes, evaluations, and recommendations.
- 9) Confer with other counselors in order to analyze individual cases and to coordinate counseling services.
- 10) Contact doctors, schools, social workers, juvenile counselors, law enforcement personnel ect.
- 11) Follow up on results of counseling programs and clients' adjustments in order to determine effectiveness of programs.
- 12) Provide family counseling and treatment services to inmates participating in substance abuse programs.
- 13) Provide instructions to clients on how to obtain help with legal, financial, and other personal issues.
- 14) Supervise other counselors, social service staff and assistants.
- 15) Provide public education and consultation to other professionals or groups regarding counseling services, issues and methods.

## **Office Manager**

The primary responsibility of the office manager is to make sure day to day operations are running smoothly and to assist the director with his/her responsibility.

- Analyzes how information is recorded and how the process can be improved.
- Analyzes customer needs and determines how operations can be altered to improve service to customers and better meet their needs.
- Evaluates all company operations to make sure they are compliant with safety standards and other rules and regulations of the industry.
- Creates a “whistle blower” system that allows Personnel to report potential problems
- Audits legal documents that can impact the company.
- Generates recurring income. Plans events to attract new business
- Works to increase the value and volume of the business
- Manages quality, costs and the efficiency of the organization.
- Reengineers processes to improve efficiency.
- Promotes a smooth delivery system for products and services going to clients.
- Oversees quality control.
- Supervises production.
- Handles purchasing and logistics.
- Manages the supply chain.
- Works to deliver excellent products and services at the lowest cost possible.
- Recommends process improvements for every day operating procedures.
- Provides support for the Director of Operations.
- Provides logistics support for training sessions and business conferences.
- Processes purchase orders.
- Ensures that corporate accounting policies and procedures are kept.
- Assists with financial reporting.
- Tracks expenditures to ensure the company does not go over budget.
- Assists with office administration duties such as claims, phones, scheduling etc
- Handles business operations
- Conducts operational research.
- Solves complex problems relating to the operation of the business.
- Stays up-to-date on software that is commonly used in the industry.

## Case Manager

The primary responsibility of the certified Behavioral Health Case Manager is to ensure implementation of the comprehensive care plan, which will include mental health goals, physical health goals, and other life domain goals for achievement of clinical outcomes consistent with the needs and preferences of the member. As part of the Health Team, the Behavioral Health Case Manager may provide ongoing service coordination and link members to resources following appropriate training.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- Provides practical help and support, advocacy, coordination, side-by-side individualized support, problem solving, direct assistance, training, and supervision to help consumers obtain the necessities of daily living including medical and dental health care; legal and advocacy services; financial support such as entitlements (e.g., adult foster care, paid roommates, meals brought in for those who need it); money-management services (e.g., payeeships); and transportation.
- Participates in disposition/treatment team meetings, providing the information is pertinent to the treatment of the consumer
- Assists in developing, writing, implementing, evaluating, and revising overall Service Plan goals and objectives.
- Coordinates approved services, facilitates communication between various service providers with DHS or other referral sources; advocates on behalf of each consumer to ensure that treatment and reintegration plans are being followed, and assists the consumer, family, and referral source in arranging follow up support services.
- Assists each consumer in having Primary Care services and supports consumers to have and effectively use a personal physician and dentist. Assists consumers in learning self-management skills for their physical health concerns. Addresses and reminds consumers of preventive care as recommended by their physician.
- Provides and completes all paperwork assignments and prior authorizations, including but not limited to Service plans, Consumer Assessment Records and daily progress notes within designated time frame.
- Documents consumer progress to maintain a permanent record of consumer activity according to established methods and procedures.
- Provides ongoing assessment of consumers, mental illness symptoms and consumers response to treatment. Makes appropriate changes in treatment plans to ensure immediate and appropriate interventions are provided in response to changes in mental status or behavior which puts consumers at risk (e.g., suicidality).
- Provides crisis assistance to assure safety of consumers by consultation with consumer, staff psychiatrist, family members, area hospitals/emergency units; provides proper paperwork for hospitalization. Provides on-call services.
- Demonstrates knowledge of requirements and compliance with Medicaid, and ODMHSAS, and any other funding/contract source.
- Exhibits knowledge of core competencies in relation to working with co-occurring disorders through continuing education and implementing skills into all aspects of treatment.
- Demonstrates confidentiality and informs consumers of rights and obtains necessary authorization for obtaining and releasing information.
- Assures coverage when co-workers are absent by filling in as needed.
- Provides direct clinical services to consumers on an individual, group, and family basis in the office and in community settings to teach behavioral symptom-management techniques to alleviate and manage symptoms not reduced by medication and to promote person growth and development by assisting consumers to adapt to and cope with internal and external stresses.
- Coordinates with outside inpatient services to detoxify consumers and establish linkage to self-help programs (e.g., Alcoholics Anonymous, Narcotics Anonymous) and residential facilities.
- Supports and assists with the facilitation of Care Plans for consumers within the Red Rock Health Team and performs other duties as assigned.

### **3-23 Volunteers**

At this time, volunteers will not be utilized at this agency. The procedures will be reviewed and updated if this agency decides to utilize volunteers for agency purposes. If volunteers are utilized then a qualified staff member, such as Clinical Director will be assigned to coordinate. If volunteers are utilized, the program will have specific policies and procedures to define the purpose, scope, training, and supervision related to the use of volunteers, including knowledge of program goals and familiarity of routine procedures. Training will include confidentiality and protection of consumer's rights, as well as the legal ramifications of the State and Federal regulations concerning confidentiality and signed acknowledgment that each volunteer has received the training and have been oriented to the cope, policies, goals and expectation for the duties they volunteer to perform. This agency will keep written orientation plan, program and goals and objectives as well as files/records if volunteers are utilized at thus agency.

### **3-24 Staff Qualifications**

Administrative staff/ Office Management for Metro Family Therapy, LLC are preferred to have at least 6 months previous experience in administrative duties such as typing, e-mail systems, Microsoft Office experience, and a high school diploma or GED equivalent to a high school diploma preferred. All other positions within this agency, such as Clinical Director and Mental Health Professionals must hold a college degree within the area of that position (i.e. Licensed Professional Counseling, Master's in Counseling at an accrediting body). All supervisees shall be supervised by an appropriate and qualified supervisor for that title. Licensed professionals must provide license numbers and licenses given by the state as well as documentation of education, and training (CEU's). Case Managers must hold a bachelor's degree. Basic information may be gathered by the agency such as previous experience and/or date of birth, SSN, address, phone number, references, etc.

Metro Family Therapy, LLC will provide personnel and agency practices that respect and enhance the rights and welfare of each employee and recipient of agency services. Counselors strive to maintain the highest levels of professional services. The Director will select competent staff and assign responsibilities compatible with their skills and experiences.

### **3-25 Staff Development & 3-26 Annually Required In-Service Training for all Employees**

Metro Family Therapy, LLC subscribes to a philosophy of providing training to assist you in enhancing your skills. The agency encourages you to pursue advanced education to compliment experience gained on the job. Attendance of continuing education may be noted on your personnel file.

You will be informed of the required training at the time of hire, however, this is subject to change in order to maintain credentialing compliance. Fire and Safety training will be required annually. Current employees will be notified in advance of the expiration date of required certification classes such as Ethics. It is your responsibility to register for and attend those classes required by licensing and funding sources or as requested by your department

coordinator/manager. Failing to meet the requirements after notification may result in disciplinary action up to and including termination.

All documentation of training provided by this agency belongs to this agency, unless acquired elsewhere. This agency supports the use of all resources and encourages its employees to utilize resources in the community for furthering their knowledge in areas that may be helpful for our clients. This agency utilizes free trainings often provided by ODMHSAS. Employees will be verbally recognized for improving self through training and notified if such improvement is to be rewarded by compensation. Staff competency development shall be aligned with the organization's goals and incorporate a training plan, activities and supervision designed to improve competencies of staff. These programs shall be evaluated by the provider annually. Owner and Directors will encourage and often require employees to attend required CEU trainings to ensure the continued development and compliance with training and education to further staff development.

Clinical Privileging process: New staff will start out with individual, family, and group therapy to children, adolescents, adults and elderly at home or school-based facilities. As a person increases in skill, privileges in leadership or office-based counseling will be provided. Clinical privileging will be conducted at hire and annually thereafter. A therapist will be eligible for a pay raise only when billing an average of 25 hours per week over the course of the prior year.

#### *Employee/Contractor Orientation*

The new employees might also receive an orientation in the first 30 days in possibly the following areas:

- Crisis intervention policies and procedures
- Corporate Compliance
- CAR Guidelines
- Grievance/ Appeals Training

#### **3-26 Annually required In- Service Training Required**

The facility shall arrange for and document in-service training for each employee/volunteer upon hire and annually thereafter on the following topics:

- (1) Fire and safety
- (2) Most current version of the ODMHSAS Bill of Rights
- (3) Confidentiality
- (4) Cultural Competence
- (5) Impact of trauma
- (6) AIDS and HIV precautions and infection control;
- (7) Oklahoma Child Abuse Reporting and Prevention Act, 10 O.S. §§ 7101-7115;
- (8) Person and family centered services
- (9) Expectations regarding professional conduct
- (10) The prevention of violence in the workplace
- (11) Age and developmentally appropriate trainings, where applicable.

All staff will receive training in emergency procedures, evacuation procedures, health and infection control, hazard communication, fire extinguisher use, and any safety related issues specific to their work environment as required by their job description or recommended by their supervisor. All initial training will be completed as specified by ODMHSAS and/or state requirements and/or within 90 days of employment. All staff will be notified one month in advance of any re-certifications that become due.

Supervisors may require staff to retake any of the safety classes should the supervisor determine the retraining is necessary. All staff will be evaluated on an annual basis through the performance evaluation system on their commitment to safety and their compliance to the safety policies established by this agency.

### **3-27: Clinical Supervision**

Clinical Supervision is a vital component of the provision of quality treatment. Clinical Supervision shall be provided for those delivering direct services and shall be provided by persons knowledgeable of clinical services as determined by the program. The policies and procedures, operational methods, and documentation of provision of clinical supervision for all direct treatment and service staff are as follows.

- 1) Clinical supervisor must be a licensed marriage and family therapist, licensed practical counselor, licensed drug and alcohol counselor, or licensed clinical social worker.
- 2) Case reviews will be conducted a minimum of every 6 months with both treatment and services providers.
- 3) Group clinical supervision will be offered once a month and will include educational treatment services. Individual will be conducted on an as needed basis
- 4) The appropriate counselor to consumer ratio is 25 active consumers per counselor. Exceptions may be granted ahead of time at Clinical Supervisors discretion.
- 5) Ongoing clinical Supervision should address:
  - a. The appropriateness of treatment selected for the consumer;
  - b. Treatment effectiveness as reflected by the consumers meeting their individual goals; and
  - c. The provision of feedback that enhances the clinical skills of service providers.

This does not have anything to do with supervision for licensure. Clinicians under supervision shall have more supervision, as they will be provided with clinical supervision as well as supervision for licensure.