

# Garrett County Lighthouse, Inc.

## Rehabilitation Coordinator – Crisis Services

**Classification: Salaried Position**

**Reports to: Director of Residential Rehabilitation and Crisis Services, Executive Director**

**Date Adopted: May 25, 2022**

### *Job Description*

---

#### **Summary/Objective:**

The Rehabilitation Coordinator is responsible for the general operation of the Residential Crisis Services and Respite Services through Garrett County Lighthouse, Inc.

#### **Competencies**

- Good quality customer service, public relations, active listening skills, and telephone skills.
- Ability to ethically relate to individuals with severe, persistent psychiatric disabilities and addictions disorders.
- Ability to demonstrate knowledge of behavioral health services within the public mental health system.
- Capacity for effective advocacy and coordination with various community agencies.
- Ability to develop and maintain working relationships with other employees, community, families, and other professionals.
- Aptitude for working under supervision as well as independently in order to improve job performance, work ethics, and overall efficiency.
- Knowledge of HIPAA and confidentiality laws pertaining to the access and release of Protected Health Information.
- Knowledge of COMAR and CARF standards.
- Capacity for effectively managing crisis situations and somatic/psychiatric emergencies.
- Ability to drive safely and maintain a clean driving record with either the DMV or MVA.

#### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Responsible for direct supervision and providing leadership for RCS/Respite Care Service Rehabilitation Assistants. Ensuring that personnel are sufficient in number and qualifications, to carry out the program service goals, by utilizing a variety of management techniques, and training/quality improvement techniques.
- Provides direct services to individuals with severe, persistent psychiatric disabilities and /or co-occurring disorders in order to assist clients with working toward person-centered rehabilitation goals.
- Provides medication monitoring and reports health concerns to supervising personnel.
- Completes appropriate documentation on service delivery for billing, quality assurance initiatives, and record completeness.

- Develop and write the Individual Treatment Rehabilitation Plans (ITRP) with the client based on assessment of needs and individual choice.
- Establishment of person-centered goals that are measurable and attainable while also measuring outcomes as related to the services delivered.
- Provides crisis intervention/ relapse prevention
- Provides safe and efficient transportation
- Ensures quality of service by adhering to the Garrett County Lighthouse, Inc. policies and procedures.
- Actively participates in continuing education and training for professional growth.
- Responsible for making collaborative efforts with all providers involved in an individual's care.
- Promote the use of community resources and person-centered planning to increase socialization, independent living, and community integration skills.
- Provides information to clients and families on mental health services, treatment options, medication management, behavior modification, and community resources.
- Alerts administration immediately to unusual changes in crisis rehabilitation service delivery, negative outcomes, violations of law, and/or serious policy violations.
- Maintains vehicle logbook, repairs, regular maintenance and notifies the Director of Residential Rehabilitation and Crisis Services. Ensure prompt verbal/written report of a vehicle accident.
- Maintains communication regularly with Director of Residential Rehabilitation and Crisis Services to discuss concerns and questions to ensure smooth operation.
- All other duties as assigned.

**Supervisory Responsibility**

This position manages the Rehabilitation Assistants for RCS/Respite and is responsible for the performance management and hiring of these employees.

**Expected Hours of Work**

This is a full-time salaried position. This position is required to work all shifts within the 24-hour facility. This position is an on-call position.

**Required/Preferred Education and Experience**

This position requires a minimum of an associate degree in the mental health/human services field or 4 years work experience with a preference for personnel management.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Garrett County Lighthouse, Inc. reserves the right to change or reassign duties or combine positions at any time.

**EEO Statement:**

Garrett County Lighthouse, Inc. is an equal opportunity employer and administers all personnel practices without regard to race, color, religion, sex, age, national origin, disability, sexual orientation, gender identity or expression, marital status, veteran status, genetics, retaliation or any other category protected under applicable law.

**Signature:**

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_