

Green Apple Counseling

1500 10th Ave S. Ste 200 Great Falls MT, 59405 Phone: 406-866-0350

POLICY: JOB DESCRIPTIONS

PURPOSE: To inform and guide all Green Apple employees of expectations of their jobs.

Job Descriptions:

Administrator:

Qualifications:

- Minimum education: Bachelor's in Business or similar
- Preferred Master's in Business or similar
- Be able to maintain daily overall responsibility for the mental health center's operations.

Duties:

- Develop and oversee the implementation of policies and procedures pertaining to the operation and services of the mental health center.
- Establish written orientation and training procedures for all employees including new employees, relief workers, temporary employees, students, interns, volunteers, and trainees. The training must include orientation on all the mental health center's policies and procedures.
- Establish written policies and procedures:
- For client complaints and grievances, to include an opportunity for appeal, and to inform clients of the availability of advocacy organizations to assist them.
- Develop an organizational chart that accurately reflects the current lines of administration and authority; and
- Maintain a file for all client incident reports.
- Work /Consult with Managing Board on policy and procedure violations and updates
- Oversee the duties of Managing Board

Clinical Manager

Qualifications:

- Active state license(s) in one of the following specialties: LCPC, LMHC, LCSW, LMFT, LAC: Licensure must permit provider to function independently and without supervision
- Providers commit to availability for appointments a minimum of 20 hours per month
- No more than one open malpractice claim
- No open licensing board complaints and no probated or restricted licensure
- Providers must be willing to do both phone and video appointments

Duties:

- Solid relationship building capabilities towards coworkers, candidate, and interns
- Positive and compassionate attitude
- Keen attention to detail in note keeping (date, time, place, etc.)
- Stay updated on new treatments, protocols, and licensure requirements within the field
- Ability to work independently as well as part of a team
- Ability to perform evaluations on candidates and interns

Green Apple Counseling

1500 10th Ave S. Ste 200 Great Falls MT, 59405 Phone: 406-866-0350

- Ability to provide subject matter consultation to colleagues and trainees on the counseling process within various specialty areas, build on the foundation of competence through regular meetings and discussions.
- Report to Managing Board

Clinicians

Qualifications:

- Active state license(s) in one of the following specialties: LCPC, LMHC, LCSW, LMFT, LAC: Licensure must permit provider to function independently and without supervision
- Providers commit to availability for appointments a minimum of 25 hours per week
- No more than one open malpractice claim
- No open licensing board complaints and no probated or restricted licensure
- Providers must be willing to do both phone and video appointments

Duties:

- Solid relationship building capabilities towards clients, coworkers and community.
- Have a positive and compassionate attitude
- Keen attention to detail in note keeping (date, time, place, etc.)
- Stay updated on new treatments, protocols, and licensure requirements within the field
- Passion for advancing the therapy field
- Ability to work independently as well as part of a team
- Ability to perform evaluations, utilize the current DSM in making diagnoses and recommendation for treatment planning and implementation.
- Ability to provide subject matter consultation to colleagues and trainees on the counseling process within various specialty areas, build on the foundation of competence through regular meetings and discussions.
- Ability to provide complex crisis intervention and stabilization to patients who are in psychological distress. Requires independent judgment and skill.
- Ability or desire to learn to use a wide variety of individual, group, or familial counseling interventions; demonstrates sensitivity to diversity and possesses multicultural counseling skills.
- Report to Clinical Manager

Interns/Candidates:

Qualifications:

- Training in field of study
- Completed required number of hours in relation to training.
- Plan to license and test in the Next 2 years.

Duties:

- Solid relationship building capabilities towards clients, coworkers and community.
- Have a positive and compassionate attitude
- Keen attention to detail in note keeping (date, time, place, etc.)
- Keen attention to supervision hours
- Passion for advancing the therapy field

Green Apple Counseling

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- Ability to work independently as well as part of a team
- Ability to perform evaluations, utilize the current DSM in making diagnoses and recommendation for treatment planning and implementation by end of training.
- Ability to provide complex crisis intervention and stabilization to patients who are in psychological distress by end of training.. Requires independent judgment and skill.
- Ability or desire to learn to use a wide variety of individual, group, or familial counseling interventions; demonstrates sensitivity to diversity and possesses multicultural counseling skills by end of training..
- Report to Clinical Manager

Office Manager

Qualifications:

- Computer proficiency
- Demonstrated skills in written, verbal and consultative communications
- Understanding of compliance and regulatory guidelines

Duties:

- Participate in Interviewing and selecting individuals for employment
- Maintain and adjust work schedules and ensure optimal staffing across functional areas within clinic and amongst other clinics
- Supervise, evaluate, and discipline non-clinical staff
- Ensure staff compliance with company policies and procedures and state and federal rules and regulations.
- Ensure employees are adequately trained to perform assigned duties safely and correctly.
- Monitor clinic activity and patient flow to ensure efficient and effective patient care
- Investigate and resolve patient and staff complaints, referring issues to others as needed
- Ensure compliance with front office procedures and ensure accuracy of financial transactions
- Ensure maintenance and cleanliness of facility through use of clinic staff and other support staff
- Ensure adequate stock of regular supplies and place orders for needed inventory
- Regular attendance to ensure efficient clinic operations
- Other duties and responsibilities as assigned.
- Participate in team meetings with other clinic managers
- Participate in special projects as needed
- Report to Managing Board and administrator

Volunteers

Qualifications:

- Maintain confidentiality
- Sign confidentiality agreement
- Call to set up volunteer hours

Green Apple Counseling

1500 10th Ave S. Ste 200 Great Falls MT, 59405 Phone: 406-866-0350

Duties:

- Participate in special projects as needed

Billing Specialist:

Qualifications:

- General knowledge of money management
- Willingness to learn Green Apple Programs
- High School Diploma or equivalent.
- Knowledgeable on the insurance process, medical terminology, and coding
- Proficient within Microsoft Outlook, Word, and Excel
- Understand and remember various accounting codes and how to appropriately use them
- Ability to perform basic mathematics calculations
- Ability to accurately enter data into computers and acquire a working knowledge of any software applications necessary to the position

Duties:

- Research and resolve any claims from date of denial for assigned reason codes
- Monitor the company's accounts receivable balances and contact patients when identified collection issues arise
- Post electronic and non-electronic payments
- Submit insurance claims to payers and process rejected/denied claims by sending an appeal and/or reconsideration letter
- Verify patients' eligibility, coverage, and benefits and identify authorization requirements
- Perform other tasks as assigned or necessary

IOP Program Manager:

Qualifications:

- Active state license(s) in one of the following specialties: LAC
 - Licensure must permit provider to function independently and without supervision
- No open malpractice claim
- No open licensing board complaints and no probated or restricted licensure

Duties:

- coordinate with and advise the staff of the mental health center on chemical dependency matters;
- provide direction, consultation, and training regarding the IOP programs and operations as needed;
- act as a liaison for the IOP Program and Managing Board.
- ensure the quality of treatment and related services through participation in the Green Apple's quality assurance process.
- Report to Administrator

Green Apple Counseling

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Case Manager Supervisor:

Qualifications:

- Bachelor's degree in a human services field with at least one year of full-time experience serving people with mental illnesses *or*:
- Other educational backgrounds who, as providers, consumers, or advocates of mental health services have developed the necessary skills to perform duties- 1 year of experience is equivalent to 1 year of education.

Duties:

- Meet with Case managers, at least, once a month
 - Provide guidance on:
 - case manager's documented skills and skill sets
 - developing treatment plans
 - facilitating family or caregivers treatment team meetings
 - educating the client and family or caregivers about the mental health system.
- Carry a case management load

Education:

- Be trained in de-escalation crisis situations annually
- Have 20 hour of case management relatable content.

Case Manager:

Qualifications:

- Bachelor's degree in a human services field with at least one year of full-time experience serving people with mental illnesses *or*:
- Other educational backgrounds who, as providers, consumers, or advocates of mental health services have developed the necessary skills to perform duties- 1 year of experience is equivalent to 1 year of education.

Duties:

- Participates in regular interdisciplinary staff meetings held at different agency locations dependent upon client's home base.
- Accepts newly assigned cases in which the diagnostic intake has been completed by a licensed provider.
- Completes case management assessment and develops a treatment and crisis plan with each client based on their individual assessment for all clients on caseload.
- Implements appropriate services while developing effective therapeutic rapport with client.
- Provides notification or documentation of the attempts to notify the primary care provider of the client's receipt of community mental health rehabilitative services.
- Provides on-going supportive and/or mandatory monthly case management contact, activity, or communication in accordance with the problems, needs, and the strategies

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identified within the treatment plan in order to help the clients to achieve the stated goals and objectives.

- Provides face-to-face reviews with the client and/or relevant staff on a regular basis documenting the progress made in reaching treatment goals so that the treatment plan can be modified as necessary to ensure that the goals and objectives are being achieved.
- The case manager must revise the treatment and crisis plans whenever the amount, type, or frequency of services rendered by the individual service provider's changes or every 75 days at a minimum. When such a change occurs, the case manager must involve the individual in the discussion of the need for the change.
- Documents all service contacts directly after the service is provided, including face-to-face interviews, collateral and networking contacts, correspondence in addition to maintaining the case records in accordance with agency and regulatory standards and requirements
- Participates in interagency planning and service coordination activities as directed to improve and enhance service continuity and effectiveness for clients to include but not be inclusive of referrals to interagency programs such as Mental Health Supports, Community Based Rehabilitation & Support (CBRS).
- Meets regularly with the immediate supervisor as a means of enhancing professional growth, reviewing, and processing the provision of case management services, and dealing with appropriate administrative issues.
- Maintains close communication with the prescribing provider regarding medication compliance, side effects of medication, and medication changes and alerts these members of the staff of any changes in client's adjustment to such, which might suggest decompensation and a need for more aggressive intervention.
- Performs other duties as assigned by the supervisor, which are consistent with the position and in compliance with agency policies and procedures.

Education:

- Be trained in de-escalation crisis situations annually
 - Have 20 hour of case management relatable content.

Community-Based Psychiatric Rehabilitation and Support Specialists:

Qualifications:

- Licensure if Peer Support Specialist or
- 1 year-Experience in Mental health

Duties:

- Duties: Works as part of a multi-disciplinary team to help clients develop a personal recovery plan and identify opportunities to provide support as clients work to achieve their recovery goals.
- Promotes client self-determination and decision-making.

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- Models competency in recovery and maintaining ongoing wellness. Monitors and supports client through regular visits and reports progress or concerns to the treatment team.
- Helps clients set and achieve meaningful goals in the areas of behavioral health recovery, education, daily living skills, substance use, relationships, productivity, and leisure.
- Links clients to resources identified within the wellness recovery plan. Works with other members of the treatment team to develop an effective support system for the consumer.
- Performs medication delivery, works rotating weekday and weekends and must pass medication test.
- Maintain confidentiality and professionalism

Human Resource Manager

Qualifications:

- Minimum education: Bachelor's in Business or similar
 - Preferred Master's in Business or similar

Duties:

- Reporting to the Administrator and Managing Board
- Plans, develops, and directs the day-to-day operational management of various HR functions including;
 - Employee Relations
 - Talent Acquisition
 - Employee Health and Total Rewards
 - Directs innovative and optimization strategies utilizing a customer service delivery model that aligns and fulfills strategic HR and organizational objectives.
 - Works collaboratively and communicates effectively with Leadership.