

CRISIS CONNECTIONS
CRISIS LINE SUPERVISOR - CLINICAL
JOB POSTING

JOB SUMMARY: The Crisis Line Supervisor is responsible for Hospital Authorization (HA) operations. Duties include monitoring and ensuring proper execution of all HA functions, providing quality assurance feedback and performance evaluation for Hospital Authorization Billing Specialists, and providing performance input to Crisis Line Manager for Hospital Authorization/Diversion Specialists including Utilization Review Care Coordination. This position is responsible for meeting all Crisis Connections and third party payers reporting requirements. The Supervisor maintains complete knowledge of all HA departmental functions and protocols and performs those duties as necessary. S/he ensures appropriate assignment of inpatient cases, tracks and troubleshoots problems internally and with inpatient facilities, outpatient treatment providers and County staff.

Crisis Line Supervisor will provide support to the Crisis Phone Room, acting as the primary day to day contact for clinical staff. This position will be responsible for providing input for performance evaluations for Crisis Intervention Specialists and all clinical staff.

The Crisis Line Supervisor reports to the Crisis Services Line Manager, and also works closely with the Volunteer Services Manager.

QUALIFICATIONS AND EXPERIENCE NEEDED:

- Master's degree in social sciences or psychiatric nursing and two years' supervised experience working with chronically and acutely mentally ill individuals.
- Must be independently licensed in the State of Washington
- Must have a minimum of one year in a crisis phone room setting.
- Strong clinical assessment skills.
- Knowledge of the King County public mental health system.
- Experience with inpatient psychiatric utilization review or management (preferred).
- Strong data entry skills and excellent written/oral communication.
- High attention to detail and thorough follow-through.
- Must possess strong computer skills.
- Must be willing to flex schedule to work weekends and graveyard shifts.
- Child Mental Health Specialist per Washington Administrative Code 388-865-0238 (preferred).

POSITION REPORTS TO: Crisis Line Manager

MANAGEMENT RESPONSIBILITIES: None

SUPERVISORY RESPONSIBILITIES: In coordination with the Crisis Line Manager, supervises Crisis Services Clinicians, Crisis Intervention Specialists, Leads, Hospital Authorization/Diversion specialists and Billing Specialist.

SALARY: \$58,000/Year

STATUS: Full time/non-exempt

TO APPLY: Send email with resume and cover letter to: jwinslow@crisisconnections.org

Crisis Connections is an equal opportunity employer. We value having employees whose skills, experience and background reflect the diverse populations we serve

CRISIS LINE SUPERVISOR JOB COMPETENCIES

PROGRAM COORDINATION

30%

1. Maintains positive productive working relationships and coordinates operations with funding/contracting agencies, community providers, King County, and psychiatric sub-contractors.
2. Ensures contract compliance including: providing consistent quality assurance, monitoring care management of all cases and ensuring timely, appropriate assignment of inpatient cases. Develops, maintains and updates written policies and procedures.
3. Maintains the in-depth knowledge of Utilization Review Care Coordinators, Hospital Authorizer and HA Administrative Assistant functions in order to be able to carry out those responsibilities in case of absence/vacancy. (Hospital Authorizer competencies are included in the Crisis Services Clinician job competencies.)
4. Participates in interviewing and screening candidates for Hospital Authorization positions with a recommendation to the Crisis Line Manager and Director of Crisis Services.
5. Recruit, interview and supervise billing specialists, and conduct performance evaluations and check-ins with same.
6. Arranges quarterly case consult meetings for on-call psychiatrists and facilities communication, as necessary. Maintains psychiatrist on-call schedule.
7. Works with Director of Crisis Services and Crisis Line Manager to ensure efficient and effective integration with other Crisis Services Department programs.
8. Review of all Hospital Authorizations submitted for Quality Assurance review.
9. Knowledge of the policies and procedures to assure that the authorization meets the requirements of the contract with King County BHO.
10. Written communication with the authorizing HA clinician through the QA template to make timely corrections to the document and medical record in KCLS.
11. Review needed changes with new HA clinician staff to assist them in understanding the P&Ps of hospital authorization.
12. Return the QA documents to the clinician in a timely manner.

HOSPITAL STAY COORDINATION

25%

1. Reviews authorization information, identifying, investigating and correcting any inaccuracies or inconsistencies found.
2. Generates and routes authorization certification and denial documentation to inpatient treatment facilities, meeting timeliness requirements.
3. Coordinates retrospective reviews by receiving review requests, gathering and disseminating documentation as necessary, coordinating with the psychiatric consultant and/or 3rd Party Payer, notifying appropriate parties of the final determination.
4. Makes length of inpatient stay, extension and administrative day determinations, based on patient diagnosis, medical necessity, treatment plan and other considerations, using clinical judgment and accessing psychiatric consultation as appropriate. Coordinates discharge planning with inpatient facilities, facilitating involvement of outpatient treatment providers as appropriate.
5. Assists in appeals with appropriate data dissemination and information sharing.
6. Completes and maintains all required documentation and data entry. Maintain patient confidentiality at all times.

CRISIS PHONE ROOM SUPPORT

25%

1. Provides support for day to day phone room operations; specifically the ability to provide clinical guidance
2. Assist manager in facilitation of clinical consult and monthly staff meeting
3. Provide clinical in-services as needed for phone room staff; current clinical trends
4. Update/maintain training materials for each desk
5. Provides supervision for Crisis Services Clinicians, Crisis Intervention Specialist, Graveyard Phone Workers and Leads.

6. Meets weekly with Crisis Line Manager to update on potential problems or concerns in the phone room. Provides advice on possible disciplinary actions that may need to happen.

TRAINING & PROFESSIONAL DEVELOPMENT

10%

1. Provide outreach and training on the authorization process to hospital staff, outpatient providers and Crisis Services Staff, as needed.
2. Familiarize and maintain proficiency of 3rd party payer documentation.
3. Train all HA staff in necessary documentation of 3rd party payer systems.
4. Prepares and delivers other trainings or in-services to volunteers and staff as requested by the Director of Crisis Services, Crisis Line Manager and Volunteer Services Manager.
5. Maintains required registration and keeps updated on current professional literature and trends in mental health field.
6. Maintain a minimum of 12 hours of training per FTE on approved topics relevant to the job function.
7. Attends crisis services staff meeting.

QUANTITY AND QUALITY OF WORK/WORK HABITS

10%

1. Arrives at work on time and maintains regular attendance; working assigned shifts and other shifts when needed.
2. Follows personnel policies and procedures.
3. Written and verbal communication is clear, concise, accurate and thorough.
4. Demonstrates genuine relationships by cooperating with others, handling disagreements directly with the person(s) concerned in a truthful and open manner, and accepting constructive feedback. Shows respect to co-workers, volunteers and customers/clients.
5. Makes appropriate use of Supervisor.
6. Promotes a healthy work environment by demonstrating collaborative decision-making and team-building behaviors; provides peer support, and motivates staff and volunteers to outstanding performance.
7. Suggests solutions to identified problems.