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## Position Description: Mental Health Manager

December 2, 2022

### Organization

Founded in 1987, Our House is a nonprofit organization based in Little Rock, Arkansas. Our House empowers homeless and near-homeless families and individuals to succeed in the workforce, in school, and in life through hard work, wise decision-making, and active participation in the community. The diverse workforce that makes up the 100+ person team at Our House includes salaried and hourly staff, AmeriCorps and VISTA national service members, interns, and resident job trainees. Our House operates on a budget of approximately \$4 million per year. Over the last decade, Our House has experienced tremendous growth, with an operating budget that has quintupled in size and a campus expansion that has included \$16 million in capital investment. For more information, please visit [www.ourhouseshelter.org](http://www.ourhouseshelter.org).

### Corporate Culture

Our House has a uniquely positive and mission-focused corporate culture. Team members are encouraged and expected to take their position seriously, work hard, work together, engage supporters wherever possible, and always remain focused on the Our House mission. The Our House team has defined a set of seven “Guiding Principles” that characterize our culture and that we intentionally seek to uphold. They can be found at [www.ourhouseshelter.org/guidingprinciples](http://www.ourhouseshelter.org/guidingprinciples).

### Position Summary

Our House’s Mental Health program is closely integrated within Our House’s full range of comprehensive services for homeless families and individuals, and is designed to be low-barrier, flexible, creative, and supportive of Our House’s larger mission to empower people to overcome homelessness in a lasting and permanent way. Reporting to the Executive Director, the Mental Health Manager is responsible for guiding and directing the Our House Mental Health program using a trauma- and poverty-informed, two-generation approach. The Mental Health Manager is required to develop a deep knowledge of the field, program operations, and regulatory and ethical requirements. The Mental Health Manager must be a skilled practitioner of individual and group mental health therapies, an innovative and quality-focused program leader, and an able supervisor of a dynamic and diverse team.

### Responsibilities

- Oversee and manage high-quality mental health programs and services built on best practices in the field, innovation, and sharing of resources. Develop and maintain policies and procedures related to Our House’s mental health program, case management, and client services. Ensure data quality and accuracy, confidentiality of client files and records, complete paperwork, and comprehensive outcomes tracking.
- Lead, coach, develop, and directly supervise a team to achieve organizational goals. The team currently consists of full-time staff members, third-party contractors, and social work interns. Supervise the social work internship program, including coordination with academic social work programs on recruitment, placement, supervision, and reviews.

- Ensure compliance with all requirements of regulatory agencies and funders of our programs, including mental health, case management, client services, and social work.
- Maintain and build new partnerships with outside organizations to improve mental health, physical health, disability, and other services to our adults and children and coordinate Our House services with other community resources. This includes managing the partnership with a primary health care provider that offers a weekly on-campus clinic for Our House clients.
- Provide professional leadership and coordination with other social workers on the Our House team. Lead the staffing of mental health services, including cross-program coordination and integration of services.
- Provide therapy and interventions across campus with the support of the Mental Health team:
  - Identify people who need help.
  - Provide diagnostic and comprehensive assessments to children and families highlighting their strengths.
  - Provide individual, family, and group therapy based on the mental and behavioral health challenges of Our House clients.
  - Develop a treatment plan with the client and/or family to help resolve challenges and reach goals.
  - Research and refer clients to Our House programs and other community and government resources.
  - Respond to crisis situations.
  - Assist Our House program staff in helping families and individuals coordinate their behavioral and primary health care.
  - Regularly follow-up with children and families to ensure that their situations have improved and that they have the resources necessary to continue that improvement long-term.
  - Maintain client files and case notes to ensure that documentation is complete.
  - Evaluate clients' progress and, if necessary, adjust the treatment plan.
- Oversee and direct efforts to provide support to clients in accessing public and other community resources to promote their mental and physical health and support them in their disability.
- Provide support and leadership in the case of emergencies, crisis and conflict situations including support to staff and other team members.
- Provide training and staff development related to mental health and client services to the Our House team.
- Maintain licensure and all required continuing education.
- Actively engage and energize Our House staff members, volunteers, partnering organizations, donors, and grant funders at Our House.
- Other duties not described here may be assigned.

## **Qualifications**

The Mental Health Manager will be thoroughly committed to Our House's mission. All candidates should have the following qualifications and experience:

- LCSW or parallel credential from other therapeutic field preferred.
  - Experience working with individuals, families, and children in poverty, distress, and/or homelessness and near-homelessness.
  - Excellent customer service skills, patience, and conflict-resolution.
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- Comfortable speaking in front of small groups.
- Unwavering commitment to quality programs and data-driven program evaluation.
- Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal and multi-disciplinary project skills.
- Proficiency in basic word processing, Excel, and data entry.
- Action-oriented, entrepreneurial, adaptable, and innovative.
- Ability to work effectively in collaboration with diverse groups of people.
- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed.

### **Other Requirements**

- Must possess a valid driver's license and vehicle to use in performance of job. Position requires some travel within Central Arkansas.
- Must be able to pass criminal background and child and adult maltreatment screens and a pre-employment drug screen.
- COVID-19 vaccination is required. We will consider accommodations for disability- and religious-based reasons.

### **Salary and Benefits**

- This is a full-time, salaried, exempt position.
- Benefits include employee health insurance (employee premiums paid by Our House) and optional dental, vision, and life insurance (paid by employee) (all available after 60 days of employment) and a 401k with Our House matching up to 4% of wages contributed (available after 12 months of employment).
- 10 days of annual leave per year.
- 8 days of holiday leave per year including a "birthday holiday".
- 15 days of additional leave for illness / "requirements of life".

### **To Apply**

Please send a resume and cover letter to [careers@ourhouseshelter.org](mailto:careers@ourhouseshelter.org) . Include the words "Mental Health Manager" in the subject line.

Our House is a drug free workplace.

Our House is an equal opportunity employer. We value diversity and are committed to creating an inclusive environment for all team members. People of color and members of the LGBTQ community are encouraged to apply.

*The deadline to apply is December 19, 2022.*