

Mélange Health Solutions LLC.

JOB DESCRIPTION: Client Care Team Leader

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Mélange Health Solutions is a NC based organization dedicated to strengthening and preserving families through innovative in-home counseling, individual, group therapy and community empowerment. Our team members promote the wellness of our clients by providing an array of services that will optimize physical, mental, and spiritual well-being. Responsibilities may include individual, family, and group counseling; wrap-around care management; and crisis intervention. Licensed supervision provided.

The position is full-time (hourly).

Team Leader Responsibilities:

- Coordinate the day-to-day functions of the Team and client contact schedule
- Leads and coordinates all team member activities to deliver client care
- Assist in developing and implementing policies, procedures and services
- Provide review and quality review of treatment notes
- Provides orientation and training of new residential staff
- Performance reviews of team members and provide ongoing coaching and feedback to team
- Market and solicit to prospective community partners and stakeholders to establish strong working relationships
- Ensure clients have access, availability, and quality care according to standards
- Advanced ability as a behavioral health professional to communicate on any level required to meet the demands of the position.
- Define problems, collect and interpret data, draw valid conclusion and process work to completion
- Provide crisis intervention services to clients under the supervision of the clinical director

Counseling Responsibilities:

- Conduct assessments of client's needs and strengths
- Develop treatment plans, goals and family objectives
- Work collaboratively with other services providers and community partners to deliver client solutions
- Develop relationships through meetings, direct conversation and correspondence with families, schools and other Community resources in order to provide optimal care to clients.
- Integrates solutions by coordinating information and actions among community resources and agencies.
- Assists with application and coordination of benefits/entitlements
- Provide coaching, counseling and services to children and families within the home, school, or the community.
- Develop treatment or progress notes, person-centered plans, and participate in child/family meetings.
- Behavioral intervention, or community integration counseling
- Effectively communicate information and respond to questions from families, members, and providers.
- Market clinical services and explore new opportunities and partnerships
- Participate in the internal continuous quality improvement process, such as peer review, audits, Joint Commission or state survey preparation.
- Updates professional knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks.

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Skills and Attributes:

- Motivating Others & Persuasion
- Motivated, professional, reliable, and creative caring individual
- Connecting with Children and families,
- Active Listening & Verbal Communication
- Emphasizing Excellence & Cultural Diversity
- Results Driven & Quality Focus
- Attention to Details & Documentation Skills
- Basic computer and internet navigation and research
- Resolving Conflicts
- Ability to prioritize and manage multiple deliverables simultaneously
- Personal time management
- Client contact and schedule management
- Ability to work as a team member, as well as independently
- Customer Service skills are a must for this position
- Bilingual in Spanish and English a plus but not required
- Willingness to learn
- Works independently with little direction

Minimum Qualifications:

- Education: Bachelor's Degree in a related Human Service field and four years of supervised clinical experience in Mental Health Services
- 4 years supervisory experience
- Valid drivers license, daily access to a reliable vehicle, and proof of current automobile insurance
- Ability to commute to different locations to provide services
- Communicates effectively in English (oral and written)
- Ability to maintain a flexible work schedule
- Ability to pass a criminal background check and drug screening
- Access to the internet

Preferred Qualifications:

- Education: Master's Degree in a related Human Service field and 6 years of supervised clinical experience in Health Services
- Licensed as an LCSW, LMFT, BSN/RN or LPC or Psychologist