



### **Mental Health Technician Team Lead/Supervisor**

The Mental Health Technician Team Lead will manage a team of Mental Health Technicians. He and/or she will support the direct supervision, safety and crisis management for the children/adolescents in the Whataburger Center for Children and Youth. The Mental Health Technician Team Lead will ensure the quality care and treatment of all children/adolescents and promote the highest level of safety, physical, mental and psychological well-being in accordance to agency, DFPS Minimum Standards for General Residential Operations, the Council on Accreditation, and other local, state or federal regulatory requirements. The Mental Health Technician Team Lead will oversee the implementation of individual treatment plans, safety/behavioral plans, and ensure the Trauma-Informed principles of safety, collaboration, choice, empowerment, and trustworthiness are implemented consistently.

#### **Responsibilities Include:**

- Responsible for supporting the overall safety, welfare, care and security of children and adolescents in care.
- Provide floor support to Mental Health Technicians through constant monitoring of residents for potentially unsafe behaviors.
- Prevent and manage crisis situations with residents who have various behavioral issues such as mental instability, physical and emotional abuse, substance abuse, physical aggression, etc.
- Role-model, mentor and coach staff on crisis management, behavior intervention and de-escalation techniques.
- Lead the multidisciplinary team to create plans to support the child/adolescent in care. Team includes Program Director, Program Manager, Shift Supervisor, medical team, DFPS and Family Tapestry case workers.
- Oversee the implementation of individual treatment plans, safety/behavioral plans, patient behavior/daily activities and provide a safe, supportive environment for the children/adolescents.
- Assist staff with the supervision of residents to ensure the integrity of milieu; monitor and participate in programmatic activities and outdoor recreation.
- May administer medications (prescribed and non-prescription over the counter medications) and complete necessary documentation required by DFPS Licensing Standards and program operational procedures.
- Implements and maintains all policies, procedures and processes that ensure the physical, behavioral and emotional safety of all children/adolescents
- Ensure that all significant events are reported accurately and completely.
- Conducts coaching and developing (i.e., reflective supervision) on a regular basis and provides opportunities for the professional development of assigned staff.
- Supports the strengthening and management of the culture and practices that reflects the organization's mission and core values and fosters high engagement in staff.
- Builds and maintains strong, collaborative relationships with peers, DFPS and community stakeholders.
- Ensures timely submissions of required reports to Director/Assistant Director of Program.
- Ensure staff completes all necessary reports and documentation in a timely and accurate manner.
- Makes recommendations on initiatives and ideas regarding quality improvement activities within the program's scope of responsibilities.
- Supports the interviewing, hiring and training of staff; planning, assigning and directing work; evaluating performance; rewarding and disciplining employees; addressing

complaints and resolving problems.

- Provide on-call support to include evenings and weekends.
- Completes other duties as assigned.

**Requirements:**

- Bachelor's degree in the human services field; social work preferred.
- Minimum two years of supervisory experience and five years of experience providing services for youth/adolescents with emotional disorders, substance abuse or psychiatric hospital setting
- Skilled in organizing work in an environment with multiple challenges and priorities with minimal supervision.
- Experienced in de-escalation techniques and behavior management.
- Ability to engage and communicate effectively with persons from diverse cultures and communities, as well as from different groups, including children/adolescents, their parents, agency colleagues, support staff members, supervisors, administrators, and persons in the legal and judicial system.
- Bi-lingual in English and Spanish preferred.
- Working knowledge of DFPS General Residential Operations preferred.
- Required to be trained in Trust-Based Relationship Interventions and Motivational Interviewing.
- Required to be trained in agency designated Emergency Behavior Intervention.
- Must be at least 21 years old.
- Favorable background checks, fingerprinting, and driving record.
- Must be able complete emergency behavior intervention training for crisis intervention and de-escalation.
- Maintain current driver's license along with a favorable driving record. Must have access to reliable and safe transportation for self.
- Ability to spend time standing, bending, stooping, and walking around the facility supervising the activities and movement of children/adolescents.
- Mature judgment, emotional maturity, and an ability to act in an independent, responsible manner in all matters relating to the care of children/adolescents placed in the center.