



Rio Arriba County **VACANCY NOTICE**

JOB TITLE:	Compliance/Tracker Supervisor
Department:	Health and Human Services
Division:	
Hourly:	C-17 per schedule
Position Status:	Full -Time
FLSA Status:	Non-Exempt
Closing Date:	Open Until Filled

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only to provide a summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

Primary Purpose:

Under general supervision of the Health and Human Services Director or designee,

The Compliance Tracker Supervisor monitors case managers on a weekly basis, ensuring their electronic and paper files are up to date, and assists case managers to maintain compliance with Pathways. Employee may be asked to case manage clients as the need arises.

The general level and nature of this position are described in the headings below. This is not an all-inclusive list of all responsibilities/ duties/ and skills required of personnel in this classification. Duties responsibilities and activities may change at any time with or without notice.

Essential Job Functions:

- Conducts weekly reviews of case managers' electronic and paper files, alerting case managers in writing if files are not up to date.
- Meets regularly with clinical supervisor, to discuss state of client files;
- Maintains a National Provider Identification (NPI) Number;
- Provides guidance and supervision to teams of case managers, insuring that their files are kept up to date and timely and that they are in communication with clinicians when needed;
- Conducts SMART, NA/AA or other groups, sometimes after hours;
- Assists Clinical Supervisor to set and track reasonable outcome goals for other case managers;
- Performs community outreach;
- Participates in or conducts client transport;
- Participates with clinician in intake assessment and development of treatment plan, demonstrating knowledge of client needs;
- Performs client intakes, explaining services and program requirements and obtains client background information;

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- Partners with clinician to conduct case management assessments and treatment plans;
- If indicated, refers client to appropriate services;
- Alerts client when deadlines approach for renewal of Release of Information, assessment update, or other individual deadlines, scheduling appointments as needed;
- Integrates coordination of care with necessary team members to ensure continuum of care;
- Dispenses and tracks Naloxone and Naloxone training to clients, law enforcement and members of the public;
- Conducts client skills groups;
- Acts as senior “buddy,” training junior case managers;
- May work after normal business hours without supervisor present;
- Coordinates Overdose and Use Reduction (OUR) Network cross-agency team meetings;
- Attends leadership and planning meetings, offering input;
- Assists with VPR evaluation, creation and improvements;
- Documents client progress with regard to services plan using Virtual Patient Record;
- Maintains appropriate client records within Electronic Medical Record or system in use by the HHS Department;
- Files all required notes, paperwork, weekly itinerary, and monthly reports in a timely fashion;
- Collaborates with courts/law enforcement as necessary, accepting referrals as required by assigned program manager, and attending meetings required by program (i.e., LEAD, Probation CPSW, RISE or other program).
- Attends training workshops as required by Department attaining certification in at least two per year as determined by supervisor. These may include but are not limited to: use of Pathways Care Coordination Model; Presumptive Eligibility; Comprehensive Community Support Worker, Community Support Worker, Motivational Interviewing, Contingency Management, Community Health Worker, Electronic Medical Record Use, Ethics, HIPPA, Dialectical Behavioral Therapy, CRA/CRAFT, Certified Peer Support Worker.
- Be paired as a “buddy” with a junior case manager for training purposes, providing instruction to the “buddy.”
- Will reach out to clinical supervisor for all difficult questions regarding clients.
- Deploys Pathways system including individual outcome measures, tracking of outcomes and use of contingency management incentives to reward outcome and goal achievement.
- Must meet above-average outcome goals developed by clinical supervisor; Assists clinical supervisor to develop outcome goals for trainees and junior case managers;
- Dispenses and documents motivational incentives from rewards closet based on client achievement of goals specified in treatment plan, coordinating awards ceremony when indicated;
- Participates in individual and group clinical supervision including at least 6 hours of group supervision and four hours of individual per month; May be asked to present at trainings;
- Performs other duties related to area of responsibility and as assigned by the Department Director/Supervisor/Designee and contributes to a team effort.

Knowledge / Skills:

- Skilled at interpersonal communications.
- Ability to supervise others.

- Familiarity with Virtual Patient Records;
- Ability to act in an independent and conscientious manner using sound judgment.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
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- Ability to act in an independent and conscientious manner using sound judgment.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Ability to follow directions and work under close supervision.
- Ability to meet above average outcome targets set by clinical supervisor.

Minimum Qualifications

- High School diploma or GED and eight years of experience as a case manager or community health worker.
- At least ten years of experience working as a team member under supervision;
- At least one-year supervisory experience;
- At least four years' experience with Virtual Patient files;
- If presenting with lived experience from SUD or mental illness must be able to demonstrate 7 years of continuous recovery by providing a letter from sponsor, counsellor or previous employer. Have at least 7 years' sobriety for applicant in recovery, as well as active current participation in a personal recovery program; or seven years' experience with a family member suffering from SUD or mental illness;
- At least ten years' experience working with diverse cultures;
- Met outcome goal targets set by clinical supervisor for two years.
- Seven years' experience utilizing Motivational Interviewing with SUD clients or clients with mental illness;
- Ability to maintain good working relations with associates;
- Previous experience thinking logically in a crisis, analyzing and recommending course of action in crisis situations; one year proven experience assisting clients to use skills to achieve goals over an extended period of time;
- Multiple year history of going above and beyond for clients;
- Seven years' experience communicating orally and maintaining client notes in the English language;
- Four years' experience dispensing and tracking Naloxone training and Naloxone to clients, and members of the public including law enforcement;
- Seven years' experience conducting daily assignments, activities and duties as a case manager or community health worker in a behavioral health setting;
- Ability to follow directions and rules, and to accept supervision;
- Six years' experience using Electronic Health Record or Virtual Patient Record;
- Seven years' experience meeting strict deadlines and handling difficult situations;
- Must have maintained a valid National Provider Identification (NPI) Number for four years;
- Certification in five of the following: CCSS, CSW, PED, CPSW, CHW, MRT, MI, CRA/CRAFT, DBT, PAMI, SMART, Naloxone use, Pathways, Body-Positive Self-Care, Trauma Informed Care. (New certifications may become added by the department).
- Shall be able to maintain a valid New Mexico driver's license or obtain one within one (1) month of hire.

Working Conditions:

Work is performed in a professional office environment with a moderate noise level, occasionally working under stressful conditions and for extended periods of time. Work is performed in facilities within Rio Arriba County with primary functions split between the Tierra Amarilla and Espanola Annex offices. This position is routinely exposed to Visual/Video Display Terminal (VDT) and extensive personal computer and phone usage. Evening, holiday, and weekend work outside of normal business hours may be required as well as travel and attendance at meetings.

Each and every county position requires the following professional skills and abilities as key and necessary elements of performance. Employees are required to:

- Demonstrate regular and reliable attendance;
- Work well with others and participate fully in a team-oriented environment;
- Interface with other employees and customers in a courteous and respectful manner;
- Project positive support of their department and all county organizations at all times; and,
- Maintain and enhance the county's commitment to customer service excellence.

Working Conditions for individual positions in this classification will vary based on each departments' utilization, essential functions and the recruitment needs at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Conditions of Employment:

Successful completion of thorough background investigation. Must pass a pre-employment drug screening and MVD check. Employees must comply with the safety guidelines of the county and follow the HIPPA Guidelines Manual - Policies and Procedures. Must possess and maintain a current driving course certificate from Rio Arriba County or must pass and receive a defensive driving course certificate within thirty (30) days of the date of hire as a condition of continued employment.

Please send an e-mail with your Letter of Interest, Resume and [Job Application](mailto:JobApplications@rio-arriba.org) to JobApplications@rio-arriba.org