**Holistic Haven**

**A Psychiatric Residential Treatment Facility (PRTF) owned by Holistic Behavior Health Services of Louisiana**

**Written Job Descriptions**

**Administrator**

***Qualifications-***

The administrator shall have a bachelor’s degree in Psychology, Sociology, Social Work and/or Public Administration with at least 5 years of experience in mental health or related experience with children/adolescents that have severe behavioral issues. A Master’s Degree in Human Service field or Public Administration is preferred. Proven track record of residential group home or treatment facility management and motivating administrative, clinical and support staff employees. Excellent communication, time management, leadership, and employee development skills. Documented computer skills.

**POSITION SUMMARY**   
The Administrator manages all aspects of the day-to-day operations of the Psychiatric Residential Treatment Facility (PRFT); and ensure the supervision and safety of facility residents. Ensures all state licensure regulatory requirements are met. Acts as the representative of the program to State/local agencies, community partners, and stakeholders.

***Essential Functions***

* Implements all program policies and procedures through the appropriate assignment of duties to the administrative, medical, clinical and support staff.
* Demonstrate the company mission, purpose, values, and beliefs in everyday language and contact with the internal and external stakeholders.   
  Plans, organizes, directs, and controls the Program.
* Promotes the health, safety, and well-being of residents.
* Supervises service coordination of designated residents.
* Oversees quality assurance of residential care program.
* Maintain appropriate staffing for the facility and generates schedules.
* Directs recruitment, employee selection, and, when necessary, disciplinary action within the program
* Evaluates staff training needs and establishes training schedules.
* Coordinate supervision and transportation for residents' medical appointments.
* Ensure the supervision of residents.  
  Maintain record management systems for all required records, logs, and systems in compliance with HIPAA regulations.
* Acts as liaison between the program and State/Parish/City community stakeholders and partners.
* Establishes staffing requirements for all the PRTF. Directs the recruitment, selection and when necessary disciplinary action within the Program.
* Manages the PRTF within the allocated budget
* Ensures that the program is following all state licensure regulations, applicable laws and regulations and keeps informed about changes in regulations
* Establishes the culture of the program and creates initiatives that reinforce the culture   
  Acts as the program's liaison to the corporate office, ensuring corporate initiatives are implemented and maintained
* Oversight of Administrative staff, Human Resources, Accounting, Billing, Facility Management, Nutrition Department & Transportation

**Job Requirements:**

* **Criminal history investigation clearance**
* **No negative finding on the Louisiana State Nurse Aide Registry or the Louisiana Direct Service Worker Registry**
* **Complete drug screening**
* **CPI certified**
* **CPR/First Aid compliant**

**SKILLS**  
• Knowledgeable about budgeting, HR, and applicable program regulations   
• Good communication, team building, and problem-solving skills   
• Familiarity with psychiatric conditions and recovery principles   
• Good customer relations skills   
• Skilled at identifying and removing barriers to change

**Clinical Director**

***Qualifications-***

The clinical director shall be a physician holding an unrestricted license to practice medicine in Louisiana and who has the following: unrestricted Drug Enforcement Agency (DEA) and state-controlled substance licenses; ii. if the license(s) is from another jurisdiction, the license(s) shall be documented in the employment record and shall also be unrestricted; board-certification in general psychiatry; and satisfactory completion of a specialized psychiatric residency training program accredited by the Accreditation Council for Graduate Medical Education (ACGME), as evidenced by a copy of the certificate of training or a letter of verification of training from the training director, which includes the exact dates of training and verification that all ACGME requirements have been satisfactorily met. If the training was completed in a psychiatric residency program not accredited by the ACGME, the physician shall demonstrate that he/she meets the most current requirements as set forth in the American Board of Psychiatry and Neurology’s board policies, rules and regulations regarding information for applicants for initial certification in psychiatry.

***Duties***

* Provide clinical direction for each resident
* Provide management to clinical team
* Onsite review of each client at a minimum of one hour per month, either in person on-site, or via telemedicine
* Monitoring and evaluating the quality and appropriateness of services and treatment provided by the facility's direct care staff.
* Oversight of clinical team

**Licensed Mental Health Professional**

***Qualifications-***

Current license as a Clinical Social Worker, or Professional Clinical Counselor\*issued by the Louisiana State Board of Behavioral Sciences. Possession of, or ability to obtain, an appropriate, valid Louisiana driver's license The MHSs shall be under the supervision of LMHPs and/or MHPs to assist with the duties and requirements of the PRTF. Knowledgeable in a wide variety of therapeutic and treatment approaches for persons with mental and emotional problems

\*Individuals who are qualifying with current licensure as a Professional Clinical Counselor must show at the time of application, proof of completed, additional coursework

***Duties***

* Designated and assigned as treatment plan manager for each resident and given responsibility for and authority over those activities detailed in the minimum licensure requirements, including:
* Supervision of the treatment plan.
* Integration of the various aspects of the resident’s program.
* Recording of the resident’s progress as measured by objective indicators and making appropriate changes/modifications; and
* Serving as liaison between the resident, provider, family, and community during the resident’s admission to and residence in the facility, or while the resident is receiving services from the provider.
* Provide for each resident a minimum weekly total of 120 minutes of individual therapy.
* Provide a minimum of two group therapy sessions per week for each resident.
* Maximum caseload not to exceed 12 residents.
* Responsible for evaluating residents; formulating written individualized plans of

care; providing active treatment measures; and engaging in discharge planning.

**Mental Health Professional/ Mental Health Specialists**

***Qualifications-***

Bachelor’s degree in Social Work and/or Psychology. Possession of, or ability to obtain, an appropriate, valid Louisiana driver's license The MHSs shall be under the supervision of LMHPs and/or MHPs to assist with the duties and requirements of the PRTF. Knowledgeable in a wide variety of therapeutic and treatment approaches for persons with mental and emotional problems

***Duties***

* Assist with the development with of the treatment plan.
* Assist Licensed Mental Health Professional with the recording of the resident’s progress as measured by objective indicators and making appropriate changes/modifications; and
* Assist and provide support with group and individual therapy.
* Assist with evaluating residents, formulating written individualized plans of

care; providing active treatment measures; and engaging in discharge planning.

* Assist with the creation of life skills and recreational activities for residents

**Psychologist**

***Qualifications-*** Has a doctorate degree from an accredited program in clinical or counseling psychology and with appropriate post-graduate experience. Possess a current state license in the state of Louisiana. Psychological services may be provided directly or by contract.

***Duties***

* Provide psychological testing
* Psychological services
* Assist in essential diagnostic formulations as requested
* Participate in program development and evaluation of program effectiveness
* Assist with development of therapeutic interventions
* Attend treatment plan team meetings.

**Registered Nurse**

**Qualifications:**

Shall possess a bachelor’s degree in Nursing and licensed to practice in Louisiana. RN shall have at least two years’ experience working in a behavioral health program. He/she shall be employed full time and be on-site 40 hours per week during normal business hours and maintain "on call". Registered nurse shall have extensive knowledge in clinical Skills, Bedside Manner, Infection Control, Nursing Skills, Physiological Knowledge, Administering Medication, Medical Teamwork, Multi-tasking, Listening, Verbal Communication, Health Promotion and Maintenance.

***Duties:***

* Oversee and direct the nursing services of the PRTF.
* Identifies patient care requirements by establishing personal rapport with potential and actual patients and other persons in a position to understand care requirements.
* Establishes a compassionate environment by providing emotional, psychological, and spiritual support to patients, friends, and families.
* Promotes patient's independence by establishing patient care goals; teaching patient, friends, and family to understand condition, medications, and self-care skills; answering questions.
* Assures quality of care by adhering to therapeutic standards; measuring health outcomes against patient care goals and standards; making or recommending necessary adjustments; following hospital and nursing division's philosophies and standards of care set by state board of nursing, state nurse practice act, and other governing agency regulations.
* Resolves patient problems and needs by utilizing multidisciplinary team strategies. Protects patients and employees by adhering to infection-control policies and protocols, medication administration and storage procedures, and controlled substance regulations.
* Documents patient care services by charting in patient and department records. Maintains continuity among nursing teams by documenting and communicating actions, irregularities, and continuing needs.
* Maintains patient confidence and protects operations by keeping information confidential. title: nurse, registered Ensures operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
* Maintains nursing supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies; using equipment and supplies as needed to accomplish job results
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
* Maintains a cooperative relationship among health care teams by communicating information; responding to requests; building rapport; participating in team problem-solving methods.
* Medication management.

**Licensed Practical Nurse LPN**

**Qualifications:**

Shall possess a licensed to practice practical nursing in Louisiana. LPN shall have at least three years’ experience working in a behavioral health program. He/she shall be employed part time or full time during normal business hours. Registered nurse shall have extensive knowledge in clinical Skills, Bedside Manner, Infection Control, Nursing Skills, Physiological Knowledge, Administering Medication, Medical Teamwork, Multi-tasking, Listening, Verbal Communication, Health Promotion and

***Duties:***

* Provide client care
* Administer medications and document therapeutic effects
* Take vital signs (temperature, blood pressure, pulse, and respiration)
* Assist with resident comfort
* Documenting and filing
* Collect samples and monitor catheters

**Physician (Contract)**

**Qualifications:**

Current and valid state medical license required. No board sanctions or actions in last 10 years. 3+ years’ experience as practicing internist or primary care physician. Experience treating lifestyle-related disorders preferred by PRTF. Should be available for 24-hour on-call medical responsibility for nonemergent physical needs of the facility’s residents.

***Duties:***

* Maintain accurate and detailed medical records about each patient, including observations during examinations
* Comply with all laws applicable to internal medicine, including HIPAA
* Prescribe medication or therapy when necessary
* Recommend lifestyle changes as appropriate to improve quality of life
* Explain all medical procedures thoroughly
* Explain test results and provide patients with plan of care details
* Consult with other doctors about each patient’s specific needs

**Licensed Dietician (Contract)**

**Qualifications:**

Bachelor’s Degree in Nutrition, Dietetics, or related field. A licensed dietician. Must be a Registered Dietitian with at least at least two years of related experience. whether provided directly or by contract. Should be available to work full time.

***Duties:***

* Responsible for the dietary services program of the PRTF.
* Provide dietary services in accordance with company guidelines, state and federal laws and regulations.
* Develop nutrition plans/ menus and implement interventions based on knowledge of patient’s current health.
* Complete monthly, quarterly, and yearly assessments of clients and adapt nutrition plans as needed.
* Implement personalized, age-specific, and culturally appropriate nutrition strategies.
* Deliver client nutrition recommendations to physicians, nurses, and aides.
* Provide nutrition education and counseling for patients.

**Mental Health Technicians MHT**

**Qualifications:**

High School graduate or equivalent required; Valid driver's license REQUIRED Must be at least 21 years of age.   
Experience with acute emotionally challenged children or adolescents preferred.   
 Certification and CPR/First Aid and CPI required (trained internally post-hire).

***Duties:***

* Provide direct supervision and direction to emotionally and behaviorally challenged children and adolescents in a compassionate and respectful manner
* Commitment to the safety of clients and being aware of all ongoing developments and concerns, daily, of all children in their care.
* Demonstrate the ability to distinguish between discipline and punishment as well as seeing past a child’s surface behavior to recognize the children in need of help.
* Build trusting and supportive relationships with all our clients and recognize this as a prerequisite for implementing individualized treatment and service programming.

Ensure overall day to day care of clients is sufficient.

**Human Resource Coordinator**

**Qualifications:**

Bachelor’s degree or equivalent work experience of at least four years in Human Resources, Organizational Development, Labor Relations or Business. Proficiency in Microsoft Office applications and Human Resources Information Systems (HRIS), including PeopleSoft. Knowledge of compensation strategy, performance management, employee relations, safety practices and talent acquisition, and the ability to apply this information in a manner that is compliant with relevant employment law.

***Duties:***

* Manages talent acquisition process, including sourcing, testing, interviewing, hiring, and onboarding
* Assist with keeping job descriptions up-to-date, accurate and compliant with relevant federal, state, and local laws for all positions
* Assist with developing training and performance management program that ensures all employees are familiar with their job responsibilities, as well as relevant legal and safety requirements
* Creates and updates compensation strategy through market analysis and pay surveys
* Oversees investigation and resolution of employee issues, concerns, and conflicts
* Ensures all employment practices comply with federal, state, and local regulations

**Accounting Coordinator**

**Qualifications:**

Associates, Bachelor, or equal four plus years on the job experience in accounting and/or finance. GAAP knowledge G/L, A/P, A/P, Budgeting, and knowledge of assets, liabilities, revenue, and expense accounts.

***Duties:***

* AP/AR control and Bookkeeping
* Responsible for Purchase Orders and obtaining appropriate approvals.
* Support at Budget process, creation of Management Summary
* Audit invoices, monitor accounts payable trial balance, input manual invoices, check disbursement, and perform procedures relating to proper vendor payments
* Prepare and reconcile sales reports.
* Maintain cash flows, anticipate cash needs, and prepare bank deposits

**Billing Coordinator**

**Qualifications:**

Must have a High School Diploma. Must possess a certification in Billing &Coding or have at least one-year experience in billing**.**  Must be thoroughly in the following skills**:** Reporting Research Results, Analyzing Information, Data Entry Skills, Confidentiality, Thoroughness, Internal Communications, Attention to Detail, Administrative Writing Skills, Accounting, Informing Others, & Data Processing.

***Duties:***

* Determines client invoice by capturing services noted in client chart
* Clarify services with providers.
* Identifies responsible party by examining client record.
* Issues invoice by entering service data; calculating charges; mailing, emailing, or electronically sending invoices.
* Resolves billing issues by discussing contract with third-party payer
* Maintains client and invoice files by entering and adjusting data.
* Provides billing information by collecting, analyzing, and summarizing third-party billings, accounts pending, and late charges data and trends.

**Office Assistant**

**Qualifications:** Must be at least 18 years of age. Must have a High School Diploma or GED and at least one year of in office experience or customer service. Must be proficient in the following skills: Scheduling, Telephone Skills, Typing, Documentation Skills, Meeting Planning, Verbal Communication, Written Communication, Dependability, Attention to detail, Administrative Writing Skills

***Duties:***

* Maintain office operations by receiving and distributing communications
* Maintain supplies and equipment
* Pick-up and delivering items
* Serve customers
* Copying & printing
* Filing
* Answer telephones
* Back up from all administrative personnel

**Cook**

**Qualifications:**

High school diploma/GED required and 2+ years’ experience as a Cook in a large serving setting, specifically healthcare/hospital. Serve-Safe Certification preferred. Should be able to read and follow standardized recipes, have strong knowledge of proper food handling procedures, and able to work as part of a team in a busy kitchen atmosphere.

***Duties:***

* Collaborate with the Dietician to prepare meals during all dining hours
* Measure and assemble ingredients for menu items
* Cook all meals
* Maintain accurate food inventories
* Properly store food items at appropriate temperatures
* Rotate stock items as per established procedures
* Assist with management of Dietary staff

**Dietary Aide**

**Qualifications:**

High school diploma/GED required. Experience in food service.

***Duties:***

* Prep and serve meals during all dining hours
* Properly store food items at appropriate temperatures
* Restock kitchen for subsequent shifts
* Ensure that the food prep area and kitchen are cleaned and sanitized at the end of your shift

**Facility Coordinator**

**Qualifications:**

Associate degree or a bachelor's degree is preferred. Strong written and oral communication skills. two plus years if facility management/maintenance. Be able to stay organized while multi-tasking and work well in a fast-paced environment.

***Duties:***

* Manage building and equipment maintenance schedules
* Test building security systems and prepare for emergencies by assisting with creating and implementing action plans.
* Involved in planning for the future building space and supply needs of an organization.
* Communicate daily with supply vendors and update company executives regularly.
* Schedule preventative maintenance
* Apply for required permits
* Facilities coordinators review furniture needs

**Maintenance**

**Qualifications:**

High school diploma/GED required. Experience in facility maintenance.

***Duties:***

* Responsible for the maintenance and security of one building
* Maintenance and upkeep of facility
* Respond to urgent maintenance calls
* Ensure that all facility maintenance equipment is available.

**Transportation Coordinator**

**Qualifications:**

High school diploma or equivalent required. 2+ years’ experience with transportation of clients in mid to large company. Degree preferred but can be replaced by four plus years in transportation industry. Must have valid Driver's License with no past three years driving deems.

***Duties:***

* Supports patient service and operations by scheduling transportation of patients, staff, and items
* Managing departmental staff
* Keeps equipment operating by establishing and enforcing operating and preventive maintenance
* Arrange inspections, maintenance and for repairs of company vehicles.
* Schedule and plan transportation.
* Respond to requests
* Prepare an annual budget for transportation and ensure expenditures are met
* Maintains safe, secure, and healthy work environment by establishing, following, and enforcing standards and procedures, complying with legal regulations
* Maintains all valid documents for company vehicles