

Appendix H – Staffing Requirements

Appendix H – Staffing Requirements

1. Staff Transition Process

- 1.1. The selected Vendor must offer employment to qualified HHRTF personnel, and must maintain their current salary, including benefits. The selected Vendor must:
 - 1.1.1. Ensure the application for employment is available by March 1, 2024.
 - 1.1.2. Interview the current HHRTF personnel.
 - 1.1.3. Qualify the personnel for their current position, meaning verifying proper credentials are held.
 - 1.1.4. Review the current employee file, as provided by the Department. If there are any disciplinary actions in the employee file, the selected Vendor must review.
 - 1.1.5. Ensuring all proper hiring paperwork is completed and the personnel are transitioned to the selected Vendor's employment by July 1, 2024.

2. Staffing Requirements

- 2.1. The selected Vendor agrees that one (1) FTE is equal to one (1) full-time employee who works 40 hours per week, devoted to his or her duties and responsibilities, subject to the selected Vendor's normal and customary employee leave policies. It is understood that although psychiatrists will spend the majority of their workday at the HHRTF, there are times a psychiatrist may work outside of normal business hours to ensure timely care is rendered, or that documentation is completed in a timely fashion. For this reason, the selected Vendor must provide reports summarizing FTE staffing rendered to the hospital for each invoicing period. The selected Vendor is not required to provide hourly timecards for clinical staff. For non-clinical staff, the selected Vendor must provide hourly timecards summarizing hours worked for each invoicing period.
- 2.2. The selected Vendor must ensure all personnel and subcontractors meet and adhere to:
 - 2.2.1. The applicable codes of ethical conduct;
 - 2.2.2. The qualifications necessary to perform the responsibilities of the job;
 - 2.2.3. All HHRTF and Contractor policies;
 - 2.2.4. Information security and privacy policies and use agreements including items included in Exhibit K;
 - 2.2.5. All other human resource-related expectations of the Department; and
 - 2.2.6. All NH Department of Information Technology (DoIT) and Department security policies.

**New Hampshire Department of Health and Human Services
Behavioral Health Services for Hampstead Hospital and Residential Treatment Facility**

Appendix H – Staffing Requirements

- 2.3. The selected Vendor must recruit and retain, either by direct employment or subcontracts, qualified individuals for the staffing needs specified, and as otherwise necessary to fulfill the requirements described in this Agreement. If the selected Vendor is proposing additional staff not contemplated in this RFP.
- 2.4. The selected Vendor must complete a yearly market analysis of all positions included in this Agreement and proposed and provide to the Department . The first market analysis must be provided to the Department by September 1, 2024. The selected Vendor must make a recommendation to the Department to either keep salaries at their current level or increase, the Department will not accept a recommendation to decrease salaries. The Department must approve any salary increases.
- 2.5. The selected Vendor must complete an assessment of all positions and staffing structure within 90 days of Agreement approval to review staffing financial viability and efficient service delivery and must complete the assessment on a yearly basis, during the life of the Agreement.
- 2.6. Prior to permitting any individual to provide services under this Agreement, the selected Vendor must ensure that said individual has undergone:
- 2.6.1. A criminal background check, at the selected Vendor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement.
- 2.6.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 2.6.3. A name search of the Department's Division for Children, Youth and Families (DCYF) Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 2.6.4. The following table outlines the anticipated FTE allocation and/or patient-to-provider ratio limits for the minimum required staffing positions to be provided by the selected Vendor. For positions that are not required, Vendors must propose their most efficient staffing model within Appendix E Cost Proposal:

Position Title	Minimum FTE/ Staffing Ratio Limits
Clinical and Programming Staff	
e. Chief Medical Officer Hampstead *	1.0 FTE

**New Hampshire Department of Health and Human Services
Behavioral Health Services for Hampstead Hospital and Residential Treatment Facility**

Appendix H – Staffing Requirements

f. General Medical Director *	1.0 FTE medical group
g. Staff Psychiatrists *	Ratio of patients to Staff Psychiatrists and Psychiatric APRNs not to exceed 12:1
h. Psychiatric Advanced Practice Registered Nurses (APRN) *	Psychiatric APRN - ratio of Psychiatric APRNs to Psychiatrists not to exceed 4:1
i. Director of Admissions	1.0 FTE
j. Admissions Clinician *	2.8 FTE
k. Admission Coordinator * (Administrative position with psychology background)	4.2 FTE
l. Director of Pharmacy *	1.0 FTE
m. Pharmacist *	0.4 FTE
n. Pharmacy Technician *	1.0 FTE
o. Chief Nursing Officer *	1.0 FTE
p. Nurse Manager *	4.0 FTE
q. Nurse Supervisor *	4.2 FTE
r. Infection Control/Nurse Educator *	1.0 FTE
s. Director of Clinical Services (PhD)	1.0 FTE
t. Director of Social Services *	1.0 FTE
u. Assistant Dir of Social Services	1.0 FTE
v. Director of Behavioral Services	1.0 FTE
w. Program Director *	4.0 FTE
t. Milieu Supervisor	4.0 FTE
u. Social Worker - MSW *	Ratio of patients to social worker not to exceed 8:1
Direct Care Staff	
v. Senior Counselor**	12.8 FTE

**New Hampshire Department of Health and Human Services
Behavioral Health Services for Hampstead Hospital and Residential Treatment Facility**

Appendix H – Staffing Requirements

w. Counselors / Counselor Aides/LPN's/Music Counselors/Art Counselors/Activity Counselors/ Yoga Therapists****	Ratio of patients to staff not to exceed 5:1 Any of these modalities can be mixed and matched to make up the direct care staff with the ratio noted.
x. Education Director ****	1.0 FTE
y. Registered Nurse *	25.2 FTE or 1 RN per locked unit per shift
z. Behavior Analyst *	1.5 FTE
Support Services Staff	
aa. IT Manager	1.0 FTE
bb. Switchboard	2.8 FTE
cc. Administrative Coordinator	1.0 FTE
dd. HR Manager *	1.0 FTE
ee. HR Staff/Training/Recruiter *	3.0 FTE
ff. Safety Ambassador**	1.0 FTE
gg. Safety Ambassador Assistant**	10.0 FTE
PRTF Specific Staff	
hh. Unit Coordinator***	1.0 FTE
ii. Family Advocate ***	1.0 FTE
jj. Special Education Teacher ***	1.0 FTE
kk. Teacher's Aide ***	2.0 FTE
ll. Recreation/Activity Therapist ***	2.0 FTE
mm. Occupational Therapist ***	1.0 FTE
nn. Psychiatrist	0.4 FTE
<p>*Positions required by regulatory rules for HHRTF. **Required position for HHRTF ***Required positions for PRTF **** Required positions for PRTF and HHRTF</p>	

**New Hampshire Department of Health and Human Services
Behavioral Health Services for Hampstead Hospital and Residential Treatment Facility**

Appendix H – Staffing Requirements

-
- 2.7. The selected Vendor must provide psychiatric, medical, social, educational and non-clinical support services at the HHRTF for individuals admitted for care. The Selected Vendor must:
 - 2.7.1. Provide highly qualified personnel as described below; and
 - 2.7.2. Work with the Department to continue developing and refining an integrated mental health care system by applying principles of managed care for clinical treatment.
 - 2.8. The selected Vendor must ensure:
 - 2.8.1. All personnel provided by the selected Vendor are employees or consultants of the selected Vendor; and
 - 2.8.2. No personnel provided by the selected Vendor are considered employees of the State of NH.
 - 2.9. The selected Vendor must maintain staffing levels at all times to mitigate any impact on the number of beds available or interrupted admissions due to the lack of staffing.
 - 2.10. The selected Vendor must act upon all non-urgent medical consult requests ordered by an individual's treatment team within 24 hours of a consult request being made.
 - 2.11. The selected Vendor must act upon all urgent and/or emergent medical consult requests within one (1) hour of a consult request being made.
 - 2.12. The selected Vendor must complete a history and physical for all individuals within 24 hours of admission, and every 30 days thereafter, for individuals with a length of stay (LOS) greater than 30 days at HHRTF. The Selected Vendor must complete a history and physical annually for all patients in the PRTF.
 - 2.13. The selected Vendor must ensure provider staff provide on-call, after-hours coverage above the 40-hour week to ensure on-call psychiatric and medical services are available 24 hours per day, 7 days per week.
 - 2.14. The selected Vendor must ensure all assignments for all staffing positions are covered on a daily basis, and, if providing staff to the HHRTF, are responsible for reporting out on staffing assignments during daily safety huddles at the HHRTF.
 - 2.15. The selected Vendor must ensure all staffing positions are continuously filled or in active recruitment. The Selected Vendor must provide the appropriate Department designee with monthly updates on the recruitment process for all unfilled positions.
 - 2.16. The selected Vendor must track and report staffing levels by Full-time Equivalent (FTE) units on a monthly basis to the Department.

**New Hampshire Department of Health and Human Services
Behavioral Health Services for Hampstead Hospital and Residential Treatment Facility**

Appendix H – Staffing Requirements

- 2.17. The selected Vendor must provide the Department with hourly timecards for all staff that summarize hours worked for each invoicing period.
- 2.18. The selected Vendor must modify the number of hours per week worked by FTE and/or Part-Time FTE staff to meet the needs of the individuals with the approval of the Department, which must not be unreasonably withheld.
- 2.19. In the event of a healthcare system emergency, including but not limited to a local epidemic, pandemic, facility closures, or mass-quarantine in which additional staffing or resources are required due to a surge of individuals requiring services, the selected Vendor may also be required to adjust the total number of staff, both full-time and part-time, to fully address the care needs of individuals with the approval of the Department.
- 2.20. All personnel engaged or hired by the selected Vendor must be subject to approval by the Department prior to notifying candidates of engagement or hire. The Department will inform the selected Vendor of any applicable Department designee for this purpose per position within two (2) business days after receipt from the selected Vendor.
- 2.21. The Department, at its sole discretion, may rescind, either permanently or temporarily, its approval of any selected Vendor's personnel providing any services for any of the following reasons:
 - 2.21.1. Suspension, revocation or other loss of a required license, certification or other contractual requirement to perform such services under the Agreement;
 - 2.21.2. Provision of unsatisfactory service based on malfeasance, misfeasance, insubordination or failure to satisfactorily provide required services;
 - 2.21.3. Arrest or conviction of any felony, misdemeanor, or drug or alcohol related offense;
 - 2.21.4. Abolition of the role due to a change in organizational structure, lack of sufficient funds or like reasons; or
 - 2.21.5. Any other reason that includes, but is not limited to: misconduct; violation of Department or HHRTF policy; violation of state or federal laws and regulations; or a determination made by the Department that the individual presents a risk to the health and safety of any staff member or any individual served by the Department.
- 2.22. In the event of such rescission in accordance with Paragraph 3.2.3.16, above, the Department must, to the extent possible, provide the selected Vendor with reasonable advanced notice and the applicable reason. The selected Vendor must ensure the applicable staff member(s) are prohibited from providing services

Appendix H – Staffing Requirements

for the period of time that the Department exercises this right. No additional payments will be paid by the Department for any staff removed from duty by the Department for any reason. Nothing herein prohibits the selected Vendor from seeking information from the Department regarding the Department's decision, unless information is otherwise restricted from disclosure by the Department based on internal Department policies or rules, State of New Hampshire personnel policies, rules, collective bargaining agreements, or other state or federal laws. The selected Vendor must:

- 2.22.1. Provide replacement personnel who meet all of the applicable requirements under the contract, including but not limited to Department approval;
 - 2.22.2. Be responsible for providing transition services to avoid the interruption of services and administrative responsibilities at no additional cost to the Department;
 - 2.22.3. Furnish replacement staff, within 10 business days, who meet all of the requirements for the applicable position under the resulting contract(s) if the duration of a temporarily rescinded approval is greater than seven (7) calendar days. The Vendor must be informed by the Department the anticipated duration for which approval will remain rescinded. The Vendor must be responsible for providing, at no additional cost to the Department, transition services to the Department to avoid service interruption;
 - 2.22.4. May initiate, at the sole discretion of the Vendor, any internal personnel actions against its own employees.
- 2.23. The selected Vendor must ensure that, prior to providing the applicable services for the HHRTF, all required licenses, certifications, privileges, or other specified minimum qualifications are met for all staff, and where applicable, are maintained throughout the provision of services for the full term of the contract. The selected Vendor must provide the applicable Department designee with a copy of all documents. The selected Vendor must not hold the Department financially liable for any fees or costs for any licenses, certifications or renewal of same, nor for any fees or costs incurred for providing copies of said licenses or certifications.
- 2.24. In addition to any approvals required by the Vendor for employees, the selected Vendor must ensure staff provide timely, prior notification to the applicable Department designee for any anticipated leave time, unless otherwise stated herein for a specific position or service area. The selected Vendor must ensure that all staff provided have a standard amount of vacation and sick time, subject to the normal and customary employee benefits and policies of the selected Vendor. However, the selected Vendor must ensure staff abide by the State holiday schedule.

Appendix H – Staffing Requirements

- 2.25. The selected Vendor must ensure annual performance reviews are completed for all staff provided under the resulting contract(s). The Vendor must incorporate feedback from the applicable Department designee if received and appropriate. The selected Vendor must ensure that goal development is responsive to the evolving needs of the Department over the course of the contract period.
- 2.26. The selected Vendor must be responsible for managing all employee relations and performance management issues for the staff provided, in accordance with selected Vendor's policies, procedures and applicable by-laws, and applicable HHRTF and/or State of New Hampshire policies.
 - 2.26.1. Health assessment, including:
 - 2.26.1.1. Tuberculosis screening (within the past 12 months);
 - 2.26.1.2. Hepatitis B vaccination;
 - 2.26.1.3. Influenza vaccination (within the past 12 months);
 - 2.26.1.4. Measles, mumps, and rubella vaccination;
 - 2.26.1.5. Tetanus, diphtheria, and pertussis vaccination;
 - 2.26.1.6. Varicella vaccination;
 - 2.26.1.7. Physical capacity examination; and
 - 2.26.1.8. Any other health assessment or treatment required by federal law or regulations for participation in the Medicare or Medicaid programs.
 - 2.26.1.9. Pre-placement and/or physical screenings, as appropriate and ensuring a completed Occupational Safety and Health Administration (OSHA) Respirator Medical Evaluation Questionnaire is on file prior to the pre-placement and/or physical, which includes but is not limited to:
 - 2.26.1.9.1. Medical and occupational history reviews.
 - 2.26.1.9.2. Respirator medical clearance exams.
 - 2.26.1.9.3. Visual color discrimination exams.
 - 2.26.1.9.4. Fit Testing.
 - 2.26.1.9.5. Medical Clearance Testing.
 - 2.26.1.9.6. Spirometry Testing (if requested/needed).
 - 2.26.1.9.7. Physical capacity exams, as appropriate, that do not duplicate exams performed under the workers compensation program for:

Appendix H – Staffing Requirements

- 2.26.1.9.7.1. Newly transferred employees;
 - 2.26.1.9.7.2. New employees;
 - 2.26.1.9.7.3. Employees returning to work after injury or major illness; and
 - 2.26.1.9.7.4. Employees with performance issues, as requested by the HHRTF.
 - 2.27. The selected Vendor must comply with all Department requirements, policies, and procedures relative to infection prevention, mitigation, and control to mitigate the risks of disease transmission prior to the commencement of services.
- 3. Staff Recruitment, Training and Development
 - 3.1. The selected Vendor must develop, implement, and maintain a talent strategy to recruit, train, and retain staff, in order to ensure staff are committed and trained in providing high quality treatment and outcomes for individuals.
 - 3.2. The selected Vendor must provide a comprehensive staffing model that meets or exceeds accreditation standards; CMS standards; and clinical standard of practice for the needs of the individuals and staff to ensure the quality of services to individuals is not compromised.
 - 3.3. The selected Vendor must provide comprehensive staff training, to onboard and retain staff, including any continuing education necessary to meet all requirements of applicable licensing, accreditation standards, and effective treatment. The selected Vendor must:
 - 3.3.1. Provide comprehensive training for staff, as applicable and appropriate to each position and/or staff; and
 - 3.3.2. Ensure staff complete the comprehensive staff training prior to having any contract with individuals served.
 - 3.4. The selected Vendor must indicate the timeframes for training and ensure training topics meets all accreditation, CMS, and State requirements.

Appendix H – Staffing Requirements

Job Descriptions

Chief Medical Officer Hampstead - The Chief Medical Officer Hampstead is responsible for monitoring all clinical programs and making recommendations as appropriate for any changes, additions, etc. The CMO is involved in assessing, planning, linking, monitoring, and advocating for each patient assigned to the clinicians within specific departments.

General Medical Director - The General Medical Director Hampstead is responsible for the provision of general medical services at the facility. Assumes a leadership role in maintaining and improving medical standards of care for patients.

Staff Psychiatrists - The Psychiatrist Hampstead assumes responsibility for admission, continuing care, and discharge of patients at the Hampstead Hospital and Residential Treatment Facility (HHRTF). The Psychiatrist provides leadership to the multi-disciplinary treatment team, and participates in hospital-wide performance improvement and other activities.

Psychiatric Advanced Practice Registered Nurses (APRN) – The Psychiatric Nurse Practitioner Hampstead works under the supervision of the Staff Psychiatrist or the Chief Medical Officer and in accordance with established facility policy and procedure as well as within the State guidelines. Maintains any documentation required by state or facility guidelines to demonstrate compliance with supervision requirements. Provides psychiatric consultation, diagnostic and treatment services to the identified patient population, including medication management and crisis intervention services.

Director of Admissions - The Director of Admissions Hampstead oversees the day-to-day operations of the Admissions Department. This position actively manages the flow of information from initial admission inquiries through the referral process, internal review processes and acceptance of the patient. In addition to scheduling and coordinating patient arrivals with the Clinical Directors, Medical Staff, Nursing Department and Staffing Department, this position actively manages Admission Staff through assigning daily responsibilities and tasks—coordinating the scheduling of level of care evaluations and direct admissions, and maintaining the staffing schedule. The Director of Admissions is responsible for auditing staff's compliance with required documentation; and develops and maintains professional relationships with referring crisis teams, clinicians, hospitals, and individuals.

Admissions Clinician - The Admission Clinician Hampstead actively responds to all admission inquiries from both individual and professional sources. This position educates prospective patients, their families and community-based practitioners to hospital treatment programs and services, and admission criteria for inpatient level of care. The Admission Clinician performs Level of Care Evaluations and ensures insurance authorization or alternative payment for

**New Hampshire Department of Health and Human Services
Behavioral Health Services for Hampstead Hospital and Residential Treatment Facility**

Appendix H – Staffing Requirements

services is in place prior to patient admission. This position works collaboratively with medical, clinical, and unit-based staff to review and schedule new patient admissions when feasible and works closely with community-based referral sources to ensure all necessary referral information and documentation is provided.

Admission Coordinator - The Admission Coordinator Hampstead is tasked with coordinating all aspects for the admission process and actively responds to all admission inquiries from both individual and professional sources. This position educates prospective patients, their families and community-based practitioners to hospital treatment programs and services, and on admission criteria for inpatient level of care. The Admission Coordinator also ensures insurance authorization or alternative payment for services is in place prior to patient admission and works collaboratively with medical, clinical, and unit-based staff to review and schedule new patient admissions when feasible. In addition, this position works closely with community-based referral sources to ensure all necessary referral information and documentation is provided.

Director of Pharmacy - This position is responsible for the operation of Pharmacy Services, including strategic planning, day-to-day operations, pharmaceutical care, clinical and distributive services, financial management, legal responsibility, and pharmacy personnel management. In addition, the Director of Pharmacy provides monitoring of quality and appropriateness of pharmacy services in accordance with Hospital's Performance Improvement program and ensures that services are provided in accordance with hospital policy, State, Federal, and other regulatory standards.

Pharmacist - This position is responsible for day-to-day operations, pharmaceutical care, clinical and distributive services, as well as supporting the monitoring of quality and appropriateness of pharmacy services in accordance with the Hospital's Performance Improvement program and ensures that services are provided in accordance with hospital policy, State, Federal, and other regulatory standards.

Pharmacy Technician - Pharmacy Technician Hampstead assist pharmacists in preparing and distributing drugs, maintaining the drug inventory and maintenance of records. Pharmacy technicians work only under the supervision of a registered pharmacist and do not perform duties that can legally be performed only by a registered pharmacist.

Chief Nursing Officer - The Chief Nursing Officer Hampstead directs the delivery of nursing care, treatment, and services. This individual manages unit managers, work assignments and performance for all Nursing Department employees. The position also provides effective leadership, evaluates unit program objectives and Performance Improvement activities, and realigns work as needed.

Nurse Manager - The Nurse Manager Hampstead directs the delivery of nursing care for an assigned unit, ensures that nursing standards are developed and met, and promotes staff education. In addition, this individual directs the development and implementation of unit objectives, standards, performance improvement, and safety management, along with establishes and maintains effective communication with senior management, physicians and staff.

Appendix H – Staffing Requirements

Nurse Supervisor - The Nurse Supervisor Hampstead is responsible for the coordination and delegation of professional nursing care throughout the hospital on an assigned shift. This position is responsible for monitoring clinical operations throughout the facility to ensure compliance with established quality care and customer service standards. The Nurse Supervisor monitors the delivery of nursing care following Hampstead Hospital and Residential Treatment Facility (HHRTF) established policies and procedures and the ANA Psychiatric Nurse Standards, ensuring that these standards are met and maintained. In addition, this individual promotes staff education, performance improvement, and safety management, as well as establishes and maintains effective communication with senior management, physicians and staff.

Infection Control/Nurse Educator (Nurse Educator and Infection Control) - The Nurse Educator and Infection Control Hampstead, coordinates the orientation process of all nursing staff by assessing staff competencies and providing on-going education for all direct care employees, based on departmental needs. Job responsibilities are carried out in direct consultation with the Chief Nursing Officer. This position also assists in coordinating the orientation process of all staff by assessing staff competencies and providing on-going infection control (IC) education based on departmental needs. In addition, this individual is responsible for facility-wide compliance with all regulatory requirements involving infection control. The Nurse Educator and Infection Control individual also performs an ongoing assessment to identify the organization's risks for the acquisition and transmission of infectious agents and effectively conducts surveillance by collecting data and interpreting the results. Finally, this position implements infection prevention and control processes and educates and collaborates with leaders across the organization to effectively participate in the design and implementation of the IC program.

Director of Clinical Services - The Director of Clinical Services Hampstead is responsible for the clinical oversight of all aspects of patient care; directs the delivery of patient care; provides clinical leadership and promotes staff education and training; directs the development and implementation of clinical programming; and initiates performance improvement projects. This position is also responsible for monitoring the quality, integrity, and appropriateness of social work services provided. This individual works collaboratively with the Nursing Department and Medical Staff to ensure all disciplines are working most effectively as a team in the provision of patient care.

Director of Social Services - Director of Social Services Hampstead is responsible for monitoring the quality, integrity and appropriateness of social work services provided. In addition to serving as the senior consultant to social work staff providing consultation on clinical, case management, disposition and/or family issues/concerns, the Director of Social Services participates in hospital committees as assigned. This position is responsible for the hiring and management of social work, regular and per diem; and ensures that services are provided in accordance with hospital policy, State, Federal, and other regulatory standards.

Assistant Director of Social Services - In addition to carrying a smaller caseload of patients, the Assistant Director of Social Services will assist the Director of Social Services in day-to-day management tasks to include hiring, training, and evaluating staff performance. He/she will

**New Hampshire Department of Health and Human Services
Behavioral Health Services for Hampstead Hospital and Residential Treatment Facility**

Appendix H – Staffing Requirements

monitor case assignments. This individual will also provide regular clinical consultation and/or LICSW supervision to all social workers.

Regarding direct care responsibilities, this individual will carry a small caseload. Direct care clinical responsibilities will include individual, group and family counseling; case management duties; psychosocial formulations; social work assessments; and conducting level-of-care assessments as needed. This individual will be an active member on the interdisciplinary treatment team.

Director of Behavioral Services - Responsible for the clinical oversight of the behavior treatment program for an assigned unit, the Director of Behavioral Services Hampstead provides initial functional assessment, develops a behavior support plan, assists in the training of staff/families, and oversees implementation of the plan.

Program Director - The Program Director Hampstead is responsible for the administrative oversight of all aspects of patient care; directs the delivery of patient care; provides leadership and promotes staff education and training; directs the development and implementation of clinical programming collaboration with the unit leadership; and initiates performance improvement projects. The Program Director also works collaboratively with all hospital departments to ensure all disciplines are working most effectively as a team in the provision of patient care. This position provides clinical oversight and supervision to all direct care staff and is responsible for decision making on hiring, performance evaluation, and disciplinary actions. The Program Director is responsible for the coordination of all direct care staff to ensure adequate staffing for the provision of clinical services and provides ongoing evaluation of all aspects of clinical programming.

Milieu Supervisor - The Milieu Supervisor Hampstead supervises milieu and classroom programming. Responsible for supervision, training, discipline, and evaluation of direct care staff performance. This position assists with the development and implementation of service objectives, standards, performance improvement, and safety management. In addition, the Milieu Supervisor establishes and maintains effective communication with senior management, physicians, and staff, and participates in hospital wide committees. This position has input regarding decisions on hiring and disciplinary actions, evaluates direct care staff objectives and realigns work as needed, and provides direct supervision of Counselors and per diem staff.

Social Worker – Masters of Social Work - Social Worker Hampstead performs case management services and actively participates in the Treatment Planning process with the multidisciplinary team. This position provides individual, family, and group therapy. Responsible for developing a psychosocial formulation and completing the Social Work Assessment. Social Workers are tasked with conducting level-of-care assessments and related insurance reviews for admissions. All aspects of aftercare planning are the responsibility of the assigned social worker.

**New Hampshire Department of Health and Human Services
Behavioral Health Services for Hampstead Hospital and Residential Treatment Facility**

Appendix H – Staffing Requirements

Senior Counselor - A Senior Counselor Hampstead establishes a therapeutic relationship with assigned patients and facilitates the maintenance of the therapeutic environment in the psychiatric unit. In addition, they provide basic patient care services and maintain a clean and orderly work environment.

Education Director (Education Coordinator) - The Education Coordinator Hampstead is responsible for planning and implementing a comprehensive, hospital-based educational program that is structured, individualized, and aimed at assisting patient transition back into the community.

Psychiatric Registered Nurse Hampstead - The Psychiatric Registered Nurse is responsible for delivering professional nursing care to pediatric, adolescent, developmentally disabled and adult patients experiencing psychiatric or substance abuse disorders. Nursing care for these patients would require psychosocial, physical, and behavioral assessments related to specific conditions, and behavioral therapies and interventions. The Registered Nurse will carry out these responsibilities independently within the scope and standards of the ANA and New Hampshire Nurse Scope of Practice of the RN. This position also provides immediate supervision delegation of assignments to licensed and unlicensed personnel according to patient acuity and available resources.

Behavior Analyst - Behavior Analyst Hampstead are responsible for the clinical oversight of the behavior treatment program for an assigned unit. This position develops target behaviors, monitors data trends, provides evidence-based behavior interventions, and completes behavior assessment. The Behavior Analyst provides clinical consultation to unit staff, milieu supervisor, and educational staff regarding clinical/behavioral programming. This position is also responsible for the ongoing evaluation of the clinical program and provides clinical training to direct care staff.

SUPPORT SERVICES STAFF

IT Manager - The IT Manager Hampstead will provide desk top support, as well as record performance metrics measuring problem response times, system downtime, and outstanding issues.

Switchboard (Switchboard Receptionist) - This position, under the supervision of the director, performs general switchboard/receptionist duties and may be asked to perform other duties such as general mailings, visitor log, meal tickets, etc.

Administrative Coordinator - Administrative Coordinator Hampstead will provide secretarial and informational support for the Executive Director, Operations Director, Nursing Administration, and various committees, as requested. This position is also tasked with problem solving, overseeing administrative office functions, and ensuring the efficiency and professional image of the department.

Human Resources Manager - The Human Resources Manager Hampstead is responsible for planning, administering, communicating, and organizing human resources programs, policies

**New Hampshire Department of Health and Human Services
Behavioral Health Services for Hampstead Hospital and Residential Treatment Facility**

Appendix H – Staffing Requirements

and procedures at a professional level. The following functional areas are included: employee relations, training, labor relations, staffing, employee benefits, compensation, workers compensation, and affirmative action and employment equity programs. This individual requires a strong knowledge of EEOC, ADA and Federal and State labor laws.

Human Resources Coordinator - The Human Resources Coordinator Hampstead plans, organizes and directs all aspects of Human Resource Management in such a manner as to ensure fair and equitable treatment of all employees. Monitors and maintains compliance with all Federal, State, and company policies and legal aspects of employee/employer relationships.

Recruiter - The Recruiter is responsible for recruiting, interviewing, and presenting applicants for exempt and non-exempt positions.

Training Coordinator - The Training Coordinator Hampstead is responsible for the planning, organization, implementation, coordination, and evaluation of internal and external training programs for staff designed to achieve specific contract and organizational learning objectives through classroom, practical application, and supervised on-the-job training program. Some curriculum development may be required to meet the needs of the client.

Safety Ambassador (Safety Director) – Plans, assigns, directs, and inspects the activities and trains the facility's safety personnel and other related duties as assigned. Duties are carried out within the framework of established policies, procedures and guidelines. Overall provides for facility coordination, interior safety and the preparation of records and reports.

Safety Ambassador Assistant The Safety Ambassador Coordinator (SAC) Hampstead is an entry-level position that supports the safety and security of the child and adolescent patients and staff within the Hampstead Hospital and Residential Treatment Facility (HHRTF). The SAC also ensures the safeguarding of the HHRTF building, materials, and equipment against fire, trespassing, theft, and other hazards. SACs are trained to ensure a safe salutary environment.

PRTF SPECIFIC STAFF

Unit Coordinator - The Unit Coordinator is responsible for the administrative oversight of all aspects of patient care; directs the delivery of patient care; provides leadership and promotes staff education and training; directs the development and implementation of clinical programming collaboration with the unit leadership; and initiates performance improvement projects. The Unit Coordinator also works collaboratively with all hospital departments to ensure all disciplines are working most effectively as a team in the provision of patient care. This position provides clinical oversight and supervision to all direct care staff and is responsible for decision making on hiring, performance evaluation, and disciplinary actions. The Unit Coordinator is responsible for the coordination of all direct care staff to ensure adequate staffing for the provision of clinical services and provides ongoing evaluation of all aspects of clinical programming.

Family Advocate - The Family Advocate brings their experience of being a parent or family member of a person with mental illness to the treatment team. The Family Advocate engages with the patient's family before, during, and after admission and serves as a liaison between the family and the treatment team. Additionally, the Family Advocate assists the family in navigating

**New Hampshire Department of Health and Human Services
Behavioral Health Services for Hampstead Hospital and Residential Treatment Facility**

Appendix H – Staffing Requirements

the mental health system and preparing for the next level of care. The Family Advocate is a member of the treatment team who provides highly individualized services to the family and the treating clinicians. The position primarily serves families of patients in the Psychiatric Residential Treatment Facility, but may have additional responsibilities throughout the hospital.

Special Education Teacher - The Special Education teacher provides educational instruction and oversight to children and adolescents in accordance with established education plans.

Teacher's Aide - The Teacher's Aide Hampstead is responsible for assisting students in the classroom setting, working 1:1 with students when appropriate. The Teacher's Aide implements teaching plans in collaboration with the Education Coordinator and assists with documentation, correspondence, and clerical duties.

Recreation/Activity Therapist - The Activity Therapist Hampstead is responsible for providing activity therapy services at the direction of the site supervisor. This individual also maintains effective communication with the facility and staff.

Occupational Therapist - The Registered Occupational Therapist Hampstead will identify, assess, treat and supervise the treatment of patients with physical, emotional, cognitive, psychological and social dysfunction.