



**State of Florida  
Department of Children and Families**

**Ron DeSantis**  
Governor

**Chad Poppell**  
Secretary

CLASS TITLE: HUMAN SERVICES PROGRAM SPECIALIST OPS  
WORKING TITLE: DESIGNATION SPECIALIST OPS  
PAY RATE: \$19.23/HR

**Dennis Miles**  
Regional Managing Director

**DUTIES AND RESPONSIBILITIES**

Employee in this job performs professional regulatory duties to evaluate compliance with the State of Florida's Mental Health Act, commonly referred to as the Baker Act, Chapter 394., F.S. and Florida Administrative Code 65E-5. Note: Crisis Stabilization Units (CSUs) and Inpatient Psychiatric hospitals desiring to become a designated Baker Act Receiving Facility or to be re-designated as a Baker Act Receiving Facility are statutorily required to be surveyed every three years.

- The position requires attention to detail and accuracy to determine the extent to which Receiving Facilities are in compliance with Program requirements in conformance with Chapter 394, F.S. and Florida Administrative Code 65E-5. Surveys are focused on enforcement of standards and requires execution in a thoroughly comprehensive manner to ensure the protection of patient rights and to ensure public health and safety.
- Duties include but are not limited to: Conducting unannounced inspections and surveys; investigate complaints, review incident reports; review of medical records, policies, procedures, corrective actions, applications, submission of documents relative to designation through the State of Florida's Provider Licensure and Designation Services (PLADS) portal; and any other matter related to services in a Baker Act Receiving Facility.
- Conducting interviews with patients and agency staff; soliciting input from external provider customers including the Public Defender's office, State's Attorney, law enforcement agencies, other referral sources as deemed necessary.
- Provide guidance to Providers to assist them in developing plans to correct deficiencies and technical assistance for educational purposes.
- Must have excellent communication skills, both written and verbal. May be required to submit handwriting sample(s). Knowledge of survey processes, experience with writing reports, reviewing data, and other inspection related duties as needed by the Department. All communications and documentation are subject to Public Records request. Documentation standards are expected to be of the highest quality, professionally and accurately composed, and validated as needed in concert with the Department's legal counsel and /or SAMH leadership / SAMH Baker Act / Marchman Act HQ staff.
- Research, prepare, develop and present data on special projects; prepares reports and ensure accuracy and timeliness of documentation in the State's electronic portal, known as the Provider Licensure and Designation System (PLADS).
- Work in tandem with other regulatory agencies and may accompany Surveyors from the Agency for Healthcare Administration (AHCA) to conduct complaint investigation on Baker Act related issues. Be able to observe critically and recognize areas of non-compliance, problems and

Southeast Region Office of Substance Abuse and Mental Health  
201 W. Broward Boulevard, Suite 511, Fort Lauderdale, Florida 33301

Mission: Work in Partnership with Local Communities to Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

discrepancies serving as the Baker Act subject matter expert. Works in collaboration with both Managing Entities within the Southeast Region.

- Attend community meetings, participate in the workshops and conferences relative to Behavioral Health and any other Departmental and /or Regional directives from DCF Leadership.
- Ability to handle routine and sensitive contacts with staff, officials of healthcare facilities in a professional manner. Handles Trackers, documentation of follow-up, delegation if needed and ensure timeframes are met for closure of Trackers. Assist with incoming consumer / family calls/ need for behavioral health resources.
- Ability to use a computer and available software to maintain records and prepare reports.
- Ability to communicate effectively with others, maintain favorable public relations, work independently and interdependently and set priorities to meet deadlines. Efficient and effective methods and communication skills are essential in keeping with a professional work environment.
- The Southeast Region consists of six (6) counties: Broward, Palm Beach, Martin, Indian River, Okeechobee and St. Lucie; must be able to travel.
- Effectively supports the Baker Act designation process as indicated by formal observation and documentation reviews, evaluates and process designation and re-designation applications correctly according to timeframes in 65E-5 F.A.C.; participates in all Baker Act education, trainings, and support of hospitals and Crisis Stabilization Units according to Chapter 394; participates in all facets related to Chapter 394 for persons being discharged or diverted from State Mental Health / Forensic facilities; other related matters having to do with Rule 65E-5, F.A.C.
- Requires use of Microsoft Office and be computer literate.

#### MINIMUM QUALIFICATIONS

A bachelor's degree from an accredited college or university in Social Work, Psychology, or related field preferred or work experience in a related area can substitute on a year-for-year basis for preferred college degree.

#### WORKING HOURS

Daily: 8:00AM to 5:00PM

Total hours in a workweek: 40

To be considered for this position with the Southeast Region Office of Substance Abuse and Mental Health, **please submit your resume no later than September 30** to [Charlene.Satram@myflfamilies.com](mailto:Charlene.Satram@myflfamilies.com) or contact the office at (954)453-3427.

Thank you for your interest in the State of Florida Department of Children and Families.