Clinical Director
Job Description

Job Title: Clinical Director
Department: Administration
Reports To: Executive Director
FLSA Status: Exempt
Prepared By: Katelyn Niel
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Approved By: Ken Eskow, Ph.D.
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Position Summary:
The Clinical Director is responsible for the clinical training and supervision of all service staff. The Clinical Director also acts as the compliance officer to ensure clinical practice follows all County, State, and Federal mandates and serves as the Agency's HIPAA Privacy Officer. Duties include, but are not limited to, the following: conduct applicable clinical trainings for indicated staff; supervision of B.B.S. registered interns for licensure hours; the development and implementation of clinical policies and procedures; chairing the Quality Assurance committee and ensuring the smooth operation of the Quality Assurance program; consulting on all clinical issues in all El Hogar programs and keeping the Executive Director informed of all operational and programmatic issues.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Provides weekly individual and group supervision to clinical staff;
- Provides training on clinical supervision to staff who provide supervision;
- Meets with supervisors at least quarterly and reviews supervision notes at least quarterly;
- Responsible for Internship Program;
- Analyzes data from assessments to evaluate agency programs, areas of improvement, and consumer progress; Develops and/or maintains the Agency's Quality Assurance plan in keeping with Agency directives as well as County requirements;
- Serves as the Agency’s HIPAA Officer, ensures all activities within the Agency are conducted within the guidelines and regulation of Federal HIPAA requirements;
- Participates in Agency Executive Management meetings as well as various task committees as needed;
- Presents or attends meetings on behalf of the Agency with outside stakeholders, business partners, and prospective business partners.
- Oversees audits of a minimum of 10% of agency charts monthly and reports to County Quality Management;
- Ensures 90% of total agency caseload has current authorization;
- Assists with responding to grant and/or Request for Proposal (RFP) opportunities;
- Conducts 5-10 clinical trainings a year.

Supervisory Responsibilities:
Directly supervises Audit Analyst position. Carries out supervisory responsibilities in accordance with the organization’s policies and procedures. Responsibilities include interviewing, hiring, and
training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Generates creative solutions; Uses intuition and experience to complement data; Works well in group problem solving situations; Uses reason even when dealing with difficult topics.

**Project Management** - Demonstrates attention to detail; Communicates changes and progress; Manages project team activities; Designs work flows and procedures.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Customer Service** - Manages difficult situations; Responds to requests for service and assistance; Meets commitments and all deadlines.

**Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others’ ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others’ views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone’s efforts to succeed.

**Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

**Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

**Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

**Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

**Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates’ activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates’ skills and encourages growth; Solicits and applies feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.
Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Master’s degree (M. A.) or higher in Social Work or Mental Health related field. Clear and current California License as LCSW or MFT/MFC;

AND

- Four (4) years minimum successful experience supervising the delivery of mental health services for adults. Experience in community mental health or social rehabilitation model is preferred.

Language Skills:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from employees, groups of managers, consumers, and the general public.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Billing Software (ex. AVATAR); Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations:

- Clear and current California license as LCSW or MFT/MFC;

- Current, valid California Driver’s License and driving record acceptable to El Hogar and the Agency’s auto insurance carrier. Current proof of personal auto insurance.

Other Skills and Abilities:

Experience with fiscal management; principles, practices and techniques of program planning, development and evaluation. Budget preparation and monitoring, including budgets involving grants, contracted services and state and federal funding; principles and techniques of contract negotiation.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to stand; walk and use hands to finger, handle, or feel. The
employee is occasionally required to reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions and potentially volatile individuals.

**ACKNOWLEDGMENTS:**

I have reviewed and understand the above Job Description. I understand that the Company reserves the right to change this Job Description at any time based on business needs.

I certify that I am able to perform all of the "Essential Requirements" of the job outlined herein, with or without an accommodation, except as noted here: (If none, so state):

I understand that this Job Description does not constitute a written or implied contract for employment and that my employment relationship with the company is “at will,” at all times during my employment.

I understand that I am an exempt employee and therefore, may be required to work as many hours as may be needed to complete the duties of my job, which may or may not exceed 40 hours per week.

I understand that as an exempt employee, I am not eligible to receive additional compensation for hours worked in excess of eight (8) hours per day and/or forty (40) hours per week.

________________________________________ _____________________
Employee Signature Date