

Grant County Job Description

Title: Director of Clinical Services
FLSA: Exempt
Pay: \$72,543.74 - \$85,366.52/year

Department: Grant Mental Healthcare
Status: Full-Time

JOB SUMMARY:

The Director of Clinical Services provides leadership, direction, clinical and administrative supervision of assigned staff to assure the provision of quality, efficient and ethical services, assuring individualized quality mental health services which contribute to the well-being of citizens of Grant County with mental illnesses. Reports to the Grant Integrated Services Executive Director. Supervises the Crisis Services Manager, Community Program Development Manager, Therapy Services Manager, Nurse Coordinator, Outstation Program Manager, and Care Coordination Manager.

DISTINGUISHING CHARACTERISTICS:

The Director of Clinical Services is responsible for overseeing and directing Grant Mental Healthcare. This position combines the multiple roles of staff supervision, direct service support and contributing to the development, implementation and review of agency policies, competencies and plans. This position actively participates in the creation and administration of department budget. This position actively participates in the Integrated Leadership Team. This position is distinguished from other clinical staff in that it does not typically carry an assigned case load, but may provide direct services during staff absences or emergencies. This position will be required to work various hours/days of the week and is expected to work a minimum of 40 hours per week.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following examples of duties and accountabilities illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position. Employee must comply with all County and department policies, procedures, WAC's, or other regulatory bodies.

1. Provides oversight for clinical program development, in addition to standards of care and best practices.
2. Provides efficient, cost-effective management of clinical services operating within budgetary limits.
3. Assures that all documentation and records meet Washington Administrative Code (WAC), Revised Codes of Washington (RCW), Spokane Regional Support Network (SCRSN) contract, and all other applicable Agency requirements.
4. Provides clinical and administrative supervision to assigned staff which may include training, coaching and/or mentoring staff in the following areas: WAC's, Agency and County policies and procedures, Core Competencies, Functional Assessments, and Positive Behavior Supports, in order to assure provision of quality, efficient and ethical services.
5. Assures services are provided which support the individual's rights and are compatible with the particular culture and primary language of the individual.
6. Supervises and oversees all aspects of the clinical department following the agency mission. Sets departmental goals and objectives. Evaluates contract compliance, monitoring, and reporting to assure all goals are met.
7. Hires, supervises, evaluates, schedules, and provides corrective action of direct reports.

8. Develops and implements strategies to manage program growth, including marketing and promotional ideas, and assures sustainability of programs and services. Reviews and recommends changes in programs and services to meet client needs and contractual compliance.
9. Develops and monitors clinical policies and procedures.
10. Identifies grant and other funding resources.
11. Develops and maintains strong working relationships with the community, medical, DCFS, schools, Juvenile, DSHS, and other county agencies, as appropriate, to ensure continuity of care for individuals served in Grant County.
12. Is an active Leadership Team member with duties that includes: attending regular meetings; researching and reading RCW, WAC, BARS, and writing policies.
13. Participate in Strategic Planning activities representing clinical services and other assigned areas of the Agency and participate in other activities prescribed in the Leadership Team Policies and Procedures.
14. Actively participates in training and other meetings, whether in or out of office, as requested.

COMPETENCIES REQUIRED:

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| 1. Documentation & Record Keeping | 8. Communication Skills |
| 2. Computer Literacy | 9. Interpersonal & Teamwork Skills |
| 3. Emergency Preparedness (fire, earthquake, disaster) | 10. Policies & Procedures |
| 4. Safety (safe work practices, incident reporting, etc.) | 11. Staff Supervision |
| 5. Confidentiality & Ethics | 12. Staff Selection and Development |
| 6. Customer Service | 13. Staff Orientation |
| 7. Infection Control | 14. Improving Organization Performance |
| | 15. Outcome data gathering, reporting decision making |

EDUCATION and/or EXPERIENCE:

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.

Required:

- Master's Degree in Psychology, Social Work, or other behavioral health related field. Minimum of five (5) years of related experience in the direct treatment of individuals and families with emotional/behavioral disorders
- Minimum of three (3) years supervisory experience
- Must meet the definition of a Mental Health Professional as outlined in current WAC's and RCW's
- Strong leadership skills
- Strong oral and written communication skills
- Personal computer operations experience

Preferred:

- Five (5) years supervisory experience of both clinical and administration
- Two years experience in crisis response/emergency services
- A full range of clinical knowledge including treatment of children, adults, couples and families
- Mental Health Specialist (see WAC and RCW) specific to children, geriatric, developmental disability and ethnic minorities
- Knowledge of Chemical Dependency, co-occurring treatment
- Knowledge of County and Agency policies and procedures

These skills and abilities typically are acquired through a combination of experience and training. Experience may be substituted for education.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must be a Licensed Mental Health Counselor, Licensed Marriage & Family Therapist, Licensed Advanced Social Worker, or a Licensed Independent Clinical Social Worker. Must maintain an active license with Washington State.
- Valid Washington State Driver's License: Must have a safe reliable vehicle with proof of automobile insurance
- Background Check: Must have an acceptable background report, at time of hire and every three years afterward
- Driving Abstract: Must have an acceptable driving report

SKILLS AND ABILITIES:

- Clinical: Demonstrate strong assessment, counseling, and community resource skills.
- Teamwork & Leadership: Provide guidance, assistance, or training to others where appropriate. Demonstrate the ability to interact with others in a cooperative and effective manner.
- Communication: Summarize and present observations and interpretations to others inside and outside the team. Uses existing networks to communicate information across discipline. Discusses issues within teams.
- External Communication: Requires presentation or exchange of information involving ongoing relationships with outside agencies, clients and the public.
- Guidance Required: Assignments are received in the form of results expected and due dates; general procedures and standards are available to follow. Frequently has the freedom to decide on procedures to follow.
- Impact of Decisions: Decisions typically impact other jobs within the employees work group or the daily routine of others.

PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB:

Physical Abilities:

The physical abilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to walk, sit, write, hear, speak and lift up to 50 lbs. of unequal weight. Specific vision abilities required by this job include close and distance vision, peripheral, depth perception. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: (Several times per shift)

- Operation of office equipment, including, but not limited to phone, copy machine, fax machine, computer
- Typing on keyboard
- Operation of a car
- Personal safety exposure risk: HIGH
HIGH-Tasks that involve exposure to potentially verbally and physically aggressive individuals and/or environments
MEDIUM-Tasks that involve no exposure to potentially verbally and physically aggressive individuals and/or environments, but employment may place employee in unplanned HIGH situations
LOW-Tasks that involve no exposure to potentially verbally and physically aggressive individuals and/or environments
- Exposure Risk Rating: 3
(Universal Precaution Category)
3-Tasks that involve exposure to blood, body fluids or tissues
2-Tasks that involve no exposure to blood, body fluids, or tissues, but employment may require performing unplanned category 3 procedures
1-Tasks that involve no exposure to blood, body fluids or tissues

Mental Demands: (Several times per shift)

- Balancing the competing demands of the role while maintaining a high level of accessibility to staff, clients and community
- Concentration required for meeting and managing time, completing required documentation, and productivity requirements
- Continuously motivate, enthuse and maintain morale of staff within an ever changing environment
- Maintaining a high level of, and consistent, professional behavior in unpredictable and stressful situations
- On-going requirement for continual updating and learning of techniques and practices including Information Technology skills
- Required to simultaneously manage and prioritize multiple competing tasks/requirements
- Respond to telephone calls from professionals or clients which means that work plans need to be changed.
- The ability to act expediently and appropriately when responding to crisis situations.

Emotional Demands: (Variable frequency)

- Carrying out performance/investigatory/disciplinary procedures
- Communicating and dealing with vulnerable/distressed/anxious clients, family members, other providers and/or community
- Dealing with challenging behaviors
- Employee may experience secondary trauma as a result of exposure to information that is disclosed and/or client actions
- Frequently communicating and dealing with situations involving other departments and/or co-workers
- Management/dealing with aggressive behavior and situations
- Participating within a team and dealing with any issues of conflict that arise
- Supporting team members with personal and professional issues

Working Conditions:

- Work is primarily performed inside, but can be performed in varying temperatures.
- Work settings may include any of the Grant Integrated Services offices, schools, jails, client's homes, or community locations.
- Employee may be exposed to odors or vapors in the office or other work settings.
- Work may be performed in other environments where the employee may be exposed to sub-sanitary environments, pets, and second hand smoke.
- Daily exposure to potential verbal and physical aggression with risk of personal safety issues.
- Work duties may require the operation of vehicles, which involves risks associated with driving including road traffic conditions and inclement weather.
- Work duties may require employee to transport client in vehicles.