



# Director of Clinical Support Services

**Job Code:** DIR - 128  
**Revision Date:** Dec 21, 2018

**Salary Range:**  
\$36.48 - \$59.68 Hourly  
\$2,918.40 - \$4,774.40 Biweekly  
\$75,883.00 - \$124,137.00 Annually

**FLSA:** Exempt

## Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

## General Description

The purpose of this job is to coordinate, monitor, implement and enforce clinical services offered to consumers by licensed clinical staff. Responsible for design and implementation of specialized clinical programs, therapies and treatment modalities. Responsible for managing overall operations and services of clinical services to address the needs in the community. Incumbent is also responsible for budgetary/financial development and management component of programs and formulating community clinical needs to develop programs.

This class works independently, under limited supervision, reporting major activities through periodic meetings.

## Duties and Responsibilities

**The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.**

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Coordinates, assigns and reviews work and establishes work schedules; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.
- Assures EHN consistently provides high quality, counseling services; maintains appropriate documentation; stays current on research and development in field and disseminates best practice information to clinical staff.
- Prepares annual budget for clinical services and UM department along with maintaining the budget throughout the year.
- Provides oversight and direction in the areas of contract compliance, reporting, goals and objectives, quality assurance system, charting, billing and documentation.

- Responsible for management and oversight of daily operations pertaining to UM; development of processes that maximize quality while utilizing appropriate resources within the members' benefit plans and established contracts.
- Contributes to the development of policies and procedures supporting the delivery of programs and services.
- Participates in a variety of proposal and grants to support agency growth.
- Ensures the UMUR Department has an effective mechanism to manage the utilization of clinical resources.
- Maintains compliance with supervision requirements. Responsible to establish and maintain hourly tracking system.
- Manages Peer Support Specialist and what it entails such as webinars and phone calls, traveling and hosting events, training staff and developing a better peer program for EHN.
- Performs other duties as assigned.

### **Minimum Education and Experience Requirements**

Requires Master's Degree in Behavioral Health, Hospital, Business or Public Administration supplemented by four (4) years of progressively responsible counseling/therapy experience with Mental Health/IDD services of which one (1) year are in a supervisory position; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

### **Required Knowledge and Abilities**

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

### **Physical Demands**

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

### **Unavoidable Hazards (Work Environment)**

- None

### **Special Certifications and Licenses**

- Requires Licensed LPC, LCSW or LMFT.
- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

### **Americans with Disabilities Act Compliance**

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

## **Other Job Characteristics**

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

**Note:** This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.