



Program Manager of Clinical Support Services

Job Code: PMCS - 125
Revision Date: Dec 21, 2018

Salary Range:
\$31.51 - \$51.56 Hourly
\$2,520.80 - \$4,124.80 Biweekly
\$65,551.00 - \$107,235.00 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 assist the Director of Clinical Support services in the coordination and implementation of clinical services offered to EHN consumers by Licensed Professional Counselors, Licensed Clinical Social Workers, Licensed Marriage and Family Therapists, Licensed Professional Counselor Interns and other licensed clinical staff in the department. Responsible for staff training and supervision of EHN Clinical Services team as deemed appropriate as well as supervising employees on a one on one and/or group basis. The incumbent is responsible for the design and implementation of specialized clinical programs, therapists and treatment modalities. Coordinates and deploys clinical team members to provide services to variety of clinics and/or programs and ensures flexibility, appropriate documentation and provision of quality services. The Clinical Manager or Clinical Supervisor will monitor, oversee, and supervise the team-based process provide support, education, and consultation for staff.

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.
- Leads monthly meetings with clinic managers to reflect upon monthly productivity, budget, clinic needs of LPHA's, and address any concerns.

- Ensures that best clinical practices are being utilized by staff by researching evidence-based practices, implementing new/updated protocols, auditing charts/notes, and conducting trainings to keep staff informed.
- Plans and attends community outreach events in order to promote and educate the El Paso community about mental health and counseling services.
- Coordinates or provides training, and other related staff development activities. Stays informed of and disseminates to staff, information related to the legal and ethical issues involved in the counseling and psychiatric field.
- Participates in and facilitate team meetings with clinical services department to communicate information and implement new protocols for the team.
- Provides some clinical This direct care includes individual and family therapy sessions, along with psychiatric evaluations. This also includes completing documentation for sessions completed.
- Provides clinical supervision to behavioral health trainees, interns, and licensed staff. Including orientation and training, individual and group supervision. Staff cases with team in order to provide ethical and evidence informed care to consumers.
- Performs other duties as assigned.

Minimum Education and Experience Requirements

Requires a Master's Degree in Psychology, Social Sciences or related behavioral field, supplemented by two (2) years of experience; two (2) years supervisor experience preferred but not required.

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 Texas issued Professional Counselor (LPC) License, Licensed Clinical Social Worker (LCSW), or Licensed Marriage and Family Therapist (LMFT). Board Approved Supervisor preferred but not required.
- 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.