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PCA JOB DESCRIPTION

JOB TITLE: **Clinical Director**

JOB ACCOUNTABILITY & OBJECTIVES:

This exempt position works under the supervision of the Chief Executive Officer (CEO) and oversees and manages all day to day operations of Professional Counseling Associates (PCA's) outpatient clinic, day treatment, specialty programs and emergency services. The ability to provide sound clinical and administrative supervision, crisis management and de-escalation interventions is essential to this position. Knowledge of involuntary commitment laws and ability to navigate processes for various counties is expected. This position is part of the supervisory and leadership team and coordinates with other supervisors and interfaces with community entities. Staffing and management of outpatient clinics, day treatment, specialty programs and 24/7 emergency services, planning, fiscal and clinical management are under the purview of this position. This position is expected to maintain positive provider relations with community organizations and provide internal and external customer service consistent with PCA's goal of excellence and professionalism.

RESPONSIBILITIES:

ESSENTIAL FUNCTIONS

- Responsible for all day to day operations of outpatient clinics, day treatment, specialty programs, case management, and emergency services.
- Assist the CEO, CFO in planning and providing budget input for service/program activities.
- Ensures compliance with all clinical contract requirements and performance indicators.
- Provides oversight for On-Call rotation and Emergency Services rotation and schedule.
- Responsible for after-hour and weekend administrative and clinical backup. Will also serve in the rotation for after-hours administrative back-up.
- Responsible for oversight of planning and implementation of emergency services (including relevant court liaison).
- Participate in new employee orientation with emphasis on outpatient clinic, emergency services and court liaison.
- Oversees program development, project funding, and maintains referral sources.
- Affirm and support PCA quality improvement efforts.
- Ensure appropriate arrangement for licensure supervision in accordance with staff's individual licensure boards. May provide licensure supervision for staff if qualified per individual licensure boards.
- May provide direct behavioral health care.
- Responsible for direct administrative and clinical supervision of MHPP's including direct supervision, observation and evaluation of MHPP's performance.

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- Ensure compliance and conformity to PCA's policies and procedures; outside contracts, state, and CARF requirements.
- Provide case consultation and in-service training.
- Oversight and/or administrative supervision for clinical interns.

NON-ESSENTIAL FUNCTIONS:

- Perform other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

- Broad scope and experience in clinical management, successful program development, implementation of process improvement initiatives, performance and outcome measurement.
- History of executive leadership, decision-making and management experience.
- Personally responsible; completes work assignments in a timely, consistent manner, responsive to supervisor requests and feedback, values collaborative working relationships.
- Adheres to the highest level of ethical standards, professional conduct and boundaries.
- Demonstrates ability to build a strong, cohesive clinical team that meets performance goals.
- Effective, respectful, interpersonal communication is always expected, demonstrates problem solving capabilities, adheres to a strength-based leadership philosophy and strong team building skills.
- Conducts regular clinical team meetings, case consultation, and ensures successful care coordination and communication exists between office, medical, clinical, and case management staff.
- Works collaboratively with Executive Leadership to develop and plan strategies to manage service/program growth and ensure service/program sustainability.
- Demonstrates ability to use outcome data to manage and monitor clinical staff compliance with policies/procedures, documentation, productivity and service/program performance.
- Responsible for management of all clinical staff, monitoring and evaluating clinical staff job performance.
- Regularly participates in Leadership and Strategic Operations meetings.
- Confers with Executive Leadership, Medical Director and cross-functional team members concerning clinic operational issues and process improvement opportunities.
- Ability to make informed professional and administrative decisions. Recognizes and accurately evaluates signs of a problem; gathers information before making decisions, analyzes problems skillfully, uses logic to reach solutions, makes sound decisions, notifies supervisor of problems in a timely manner.
- Ensures timely access, high level of quality care, and implements evidenced-based clinical programs/practices across the clinical care continuum.
- Thorough knowledge of counseling theories and principles of behavior.
- Knowledge of professional methods, techniques of psychotherapy, and diagnostic classifications.

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- Ability to establish and maintain effective working relationships with clients, staff and stakeholders.
- Capacity and enthusiasm for multi-tasking and handling detailed matters.

EDUCATION & EXPERIENCE:

- Master's degree in psychology, counseling, social work or related field.
- Licensure in respective field.
- Three years' experience in mental health field at the Master's level that includes clinical, administrative and supervisory experience.
- If licensed as a Psychological Examiner or as a Psychologist, then may provide psychological evaluations.
- A criminal background check is required every 5 years, adult and child maltreatment registry check are required every 2 years.
- A drug screening and TB test are required.
- CPR and First Aid Training are required.

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift and move up to 10 pounds and occasionally lift and move objects 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.

Employee Signature Date

Supervisor Signature Date