



Job Description

Job Title: Director of Clinical Services

Department: Clinical Services

Reports To: CPO

FLSA Status: Non-Exempt

Prepared Date: December 2023

Position Description:

The Director of Clinical Services is responsible for organizing and overseeing the Clinical Services, Case Management, and Client Services departments of Eddy House. This position is required to research, implement, review, and advise all aspects of clinical care and case management to align with evidence-based best practices, and comply with all applicable legal, ethical, and regulatory standards. The Director will supervise the clinical, case management, and client services staff, maintain close communication with them, provide information relevant to the program's operation, and assist in developing and modifying the program.

Essential Job Functions may include the following or other duties as assigned:

- Develops, implements, coordinates, and evaluates therapeutic services.
- Utilize DSM-5 and ASAM to diagnose clients and inform the development of client care plans, appropriate level of care, and referrals as needed.
- Provide crisis intervention and support.
- Ensure that all interventions are performed and documented according to professional clinical standards.
- Establish and maintain billable relationships with local Managed Care Organizations (MCO's) and submit for billable services.
- Utilizes resources of public and private agencies and community organizations to meet the needs of the client's treatment to include referral of the member to external resources, as appropriate.
- Foster a culture of collaboration, communication, positive energy, and compassionate support for clients, staff, and community partners; continually representing a unified leadership perspective.
- Conduct weekly supervision with direct reports.
- Coordinate performance improvement and training for staff.
- Complete monthly reporting for grant and billing purposes.
- Oversee and facilitate weekly clinical staffing meetings.
- Collaborate with leadership team members on all matters related to program operations.
- Provide group and individual services to clients as needed.



- Review, update, and create clinical policies and practices to advance standards of care, safety, measurable positive outcomes, efficiency and workflow, client and staff satisfaction and compliance with all applicable laws and regulatory standards.
- Plan, implement, and document education specific to Motivational Interviewing, Cognitive Behavioral Therapy (CBT), Dialectical Behavioral Therapy (DBT), healthy boundaries, crisis intervention, and self-care.
- Collaborate with other departments, teams and stakeholders, including management, community partners, youth advocates, case workers, and support staff.
- Ensure proper employee conduct and employee requirements (i.e., adherence to safety standards, proper licensing is current as needed, comprehensive training, etc.).
- Manage departmental employees which includes management of work assignments, monitoring performance and goals, handling complaints, taking necessary disciplinary action, distributing work, and determining best work practices while monitoring direct reports' responsibilities, progress, and job skills.
- Perform related duties as required or directed by CPO.

Requirements/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.

- Minimum: Licensed Clinician with an active LCSW license.
- Minimum of 5 years of clinical experience.
- Minimum of 1 year of clinical supervisory experience.
- Familiarity with the issues of youth homelessness and evidence-based treatment.
- Experience working with and billing Medicaid and Managed Care Organizations (MCO's).
- Must demonstrate high level of confidentiality, professionalism, and knowledge of relevant legal, regulatory, and ethical standards.
- Excellent leadership and interpersonal skills, judgement, and decision-making ability with the ability to communicate clearly and in a calm and pleasant manner.
- Familiarity with DSM and ASAM Dimensions and level of care criteria.
- Proficient with all Microsoft office programs.
- High level of organization and attention to detail.
- Ability to maintain emotional stability to cope with human suffering, emergencies, and other stress.
- Effective problem-solving skills and ability to share skills and knowledge with others. Strong management, delegation and leadership skills and speaking/presentation abilities.



- Ability to read and write checklists, reports, and correspondence. Ability to read and comprehend complex instructions, memos, etc.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

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, stand, use hands, walk, talk, hear, reach, climb, balance, stoop, kneel, crouch, and have specific vision abilities to include close and distance vision, and ability to adjust focus working with computer business equipment and reading documents. Must be able to lift up to 25 pounds on occasion. The noise level in the work environment is usually low level.

The overall nature of the position is sedentary requiring little physical effort and light exertion. There is occasional exposure to environmental conditions such as heat, cold, and temperature changes.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Disclaimer: Although the Company has attempted to accurately and thoroughly describe this position, the Company reserves the right to change the same, including to change, add to or subtract from the duties outlined, within the sole discretion of the Company, at any time, with or without advance notice.