

THE CHILDREN'S HOME

Position: Director of Community Services

Responsible To: Clinical Director

Position Purpose: To coordinate the provision of community services (currently to include: outpatient counseling, community support services, and the JCPC Anger Management contract)

Status: Exempt – Professional Category

Qualifications:

1. Meets the requirements for a Qualified Professional, including a Master's degree in a human services or related field from an accredited college or university and a minimum of five years supervised clinical experience working with children and families.
2. Clinical licensure required (e.g., LCSW, LMFT, LPC).
3. Strong verbal and written communication skills, including word processing skills, attention to detail, and ability to work well with others.
4. Valid North Carolina driver's license.
5. Physical adeptness to perform all job duties, including use of physical restraints.
6. Agrees with and adheres to the General Principles and Qualifications, Section #401, in the Personnel Policies of The Children's Home.
- 7.

Job Responsibilities:

CLINICAL

1. Model and teach a solid understanding of systemic and strength-based practice as evidenced by day-to-day interactions with clients, staff, and other professionals.
2. Guide the community support and outpatient services to ensure initial assessments are thorough, timely, and lead to appropriate service delivery or referral to other resources.
3. Oversee the timely development of meaningful individualized service plans for clients, utilizing those plans to guide the treatment process.
4. Oversee and participate in a rotation schedule that provides twenty-four hour crisis on-call services for the agency. Participate in a rotation schedule that provides twenty-four hour clinical on-call services for the agency, providing necessary support in crisis situations
5. Participate in and/or facilitate clinical meetings specific to the overall clinical programming, with oversight from the Clinical Director.
6. Assist in the provision of clinical training provided to agency staff as needed.
7. Ensure CSS and Outpatient staff receive adequate training to meet the needs of clients and other stakeholders.

SUPERVISION

8. Ensure the provision of quality supervisions of staff through regularly scheduled team and/or individual meetings.
9. Ensure the provision of clinical supervision for all outpatient counseling services through regular, documented case-oriented meetings with clinical staff.
10. Responsible for all the hiring, termination, performance appraisals, disciplinary action of community services employees.
11. Provide clinical supervision for community Support Services, (including individual plan of supervision and professional development)
12. Provide oversight for and evaluation of contractual outpatient therapists utilized by the agency

TECHNICAL KNOWLEDGE

13. Engage in research regarding evidence-based practice as related to therapeutic interventions with the populations served and relay this knowledge to staff.
14. Participate in program development through agency and community committee memberships.
15. Demonstrate the ability to handle confidential information in accordance with agency regulations.
16. Ensure ongoing compliance with state mental health standards as well as national accreditation requirements.

ANALYTICAL SKILLS

17. Demonstrate a working knowledge of the child and family mental health system in the state of North Carolina, keeping abreast of changes and The Children's Home's position in relation to those changes.
18. Develop, implement, and monitor progress of an annual Short Term Plan for the CSS and Outpatient departments.

COMMUNICATION SKILLS

19. Demonstrate the ability to communicate well and relate in a respectful manner with clients, coworkers, and community professionals during the course of duties.

DOCUMENTATION

20. Regularly audit supervisees' client records to ensure file compliance, including on-going review of service plans and service notes with attention to accuracy, timeliness, and clinical quality.
21. Attend to database management needs related to CSS and Outpatient by ensuring information is being entered accurately and on an on-going basis.
22. Appropriately document all supervisory meetings, including minutes, corrective action, disciplinary action, performance appraisals, etc.
23. Ensure personnel file compliance by submitting all personnel file documentation to

Human Resources in a timely manner.

INTERPERSONAL SKILLS

24. Work closely and cooperatively with supervisees and other agency staff to coordinate services provided by The Children's Home (e.g., Admissions staff, Clinical Case Managers, direct care staff, etc.)

25. Serve in a public relations and marketing role to actively promote the various services provided by the agency and expand the number of clients served, particularly in the area of expanding community counseling services.

DECISION-MAKING SKILLS

26. Show good judgment related to work performance, ethical behavior, and the supervision of others.

CUTURAL AWARENESS

27. Ensure the provision of culturally sensitive services.

QUALITY IMPROVEMENT

28. Ensure compliance with all applicable standards of practice.

29. Assist in the development and monitoring of outcomes for quality services.

30. Ensure the provision of quality services through participation in The Children's Home's Continuous Quality Improvement (CQI) process.

31. Actively promote the mission, values and purpose of The Children's Home.

FISCAL ACCOUNTABILITY

32. In a timely and thorough manner, prepares an annual operating budget for program areas complete with revenue projections and expenses

33. Reviews and interprets monthly financial statements, manages program within projected revenue and expense and takes appropriate corrective action in response to variances and trends with respect to revenue and expenses.

34. Attend to authorization, billing and monetary issues related to CSS and Outpatient revenue generation, working closely with authorization and billing staff to maximize collection rates.

The above list is not all-inclusive. Other responsibilities may become necessary in the course of working routines and therefore be required.

I have received and read this job description. I understand these responsibilities and am ready to fulfill them to the best of my abilities.

Employee Signature

Date

Authorized by:

Supervisor Signature

Date