**Hope – Empowerment – Purpose**

**Make a difference!**

**Cobb County Community Services Board**offers a generous benefits package for **full time employees**, which includes employee Retirement Plan, Paid Holidays, Paid Time Off (PTO); Health, Dental, Vision, Legal, Short Term Disability, Long Term Disability, Critical Illness (AFLAC), Life Insurance, Flexible Spending Account and Dependent Care Account.

**JOB TITLE**: Clinical Program Manager

**PROGRAM**: Behavioral Health Crisis Center

**FLSA STATUS:** Exempt

**REPORTS TO**: The Clinical Program Manager will report to The Director of the BHCC.

**JOB SUMMARY**: The Clinical Program Manager is responsible for planning, developing, implementing and supervising all clinical services in a crisis center under the direction of the Behavioral Health Crisis Center Director. Duties include managing day to day operation of clinical services in Crisis Receiving Services, Temporary Observation and Crisis Stabilization Unit. Assist and ensure all documentation and authorizations required for admission and discharge are completed accurately and in a timely manner per Agency and DBHDD guidelines (i.e. BHA Assessments, Treatment Pans, Safety Plans, Discharge Summaries etc.) Responsible for meeting all regulatory guidelines and performance measures for clinical services per DBHDD and CARF standards. Oversee the recruitment, orientation, and training of clinical department staff.  Coordinate with internal and external treatment providers and programs including initiating and overseeing Georgia Regional referrals.

**DUTIES AND RESPONSIBILITIES**:

* Lead the overall coordination, management, development, and supervision of Clinical Services.
* Oversee the recruitment, orientation, and training of department staff.
* Conduct all professional activity in an ethical manner.
* Conform to all applicable agency policies and procedures.
* In conjunction with other staff assist in the identifying and eliminating of any situation which puts at risk the health and/or safety of clients, staff, or others who come in contact with site operations.
* Utilize literature, workshops, and other training aids to continually improve clinical and administrative skills.
* Maintain licensure/credentials by completing all recommended continuing education requirements.
* Assist in assuring agency compliance with all related licensing and accreditation requirements.
* Routinely checks in with unit staff to review workloads, department efficiencies, and timeframes for work.
* Communicates expectations of staff in clear, unambiguous and concrete terms.
* Communicates regularly with the Director of BHCC regarding program updates and workloads.
* Reviews/approves staff work schedules, time off requests, and timecards for payroll purposes.

**DIRECT SERVICES: 20%**

* Supervises and plans work of assigned staff.
* Ensure that program operates in accordance with standards as outlined in the DBHDD provider manual.
* Maintain confidentiality for all indirect/direct service in accordance with agency policies and HIPAA policies
* Possess an understanding of recovery and psychosocial rehabilitation principles.
* Completes and documents BHA Assessments, Authorizations, Safety Plans, and Crisis Assessments
* Develops appropriate treatment plan goals & objectives
* Guides the client in the understanding of his/her illness and contributing personal, social and economic factors
* Meets mandated deadlines for social services and supporting documentation as required by state/agency policies and procedures
* Assists client with discharge planning, advising clients on community resources and making referrals and other arrangements as necessary
* Works with both internal and external stakeholders to ensure effective discharge planning
* Demonstrates good verbal and written communication skills when reporting or documenting on client care/progress
* Participates in daily treatment team meetings
* Other duties as assigned.
* When necessary, coordinates communication between internal and external treatment providers and programs.
* Works closely with nursing staff and physicians to ensure cross-disciplinary communication

**MANAGEMENT: 60%**

* Provides on call coverage as scheduled; Provides on-site coverage as needed
* Directs activities necessary for the efficient functioning of clinical services, systems and personnel in the department. Supervises the development and implementation of treatment plans for Individuals with complex psychiatric/substance abuse problems. Coordinates resources from other disciplines and departments in the delivery of care.
* Conducts daily clinical audits of the electronic medical record to ensure documentation remains in compliance with agency guidelines.
* Monitors failed activity reports daily; ensures that these failed activities are cleared by responsible staff members.
* Reviews trends in data to focus on and resolve urgent issues, noncompliance issues, and key performance indicators.
* Serves as resource to clinical staff in the provision of care for crisis services.
* Makes rounds on each unit to assess staffing patterns and clinical issues of those served. Adjusts staffing as needed based on census and acuity.
* Manages employee schedules, requests for time off, vacation, holidays, and jury/military duty, etc. in accordance with agency policy.
* Collaborates with other Managers and assist with reviewing all critical incidents occurring on the units and determines need for additional staff training, meetings, and/or discussions in order to prevent future incidents; documents all reviews and meetings as well as training records.
* Assures safety of individuals served, staff and family members. Reports and documents any safety hazards immediately.
* Develops agenda and conducts meetings for clinical staff.
* Conducts performance evaluations for clinical staff; approaches evaluations from a framework of constructive discussion about strengths as well as areas needing improvement with documented evidence of examples of strengths and improvement areas. Assists employees in identifying goals for performance improvement each year and includes with formal evaluation.
* Conducts and documents progressive disciplinary action for all clinical staff in accordance with agency policies and procedures.
* Coordinates content and delivery of new employee orientation for the department; develops training programs/classes/seminars based on employee needs. Works in collaboration with HR to assure ongoing learning needs of employees are being met. Assures attendance of staff at all mandatory compliance training programs.
* Develops and implements quality improvement projects that are data driven. Project findings are documented with recommendations clearly identified and sent to the Director of BHCC.
* Actively participates on agency committees; verbalizes knowledge of professional topics and is willing to take on committee tasks as needed.
* Provides leadership to staff by being an effective change agent and guiding staff through program modifications.
* Communicates effectively with other agency departments and programs to obtain services and resources that are needed for Individual care.
* Coordinating the delivery of clinical services and training to programs for citizens and community providers in accordance with federal, state and agency standards.

**Administrative: 20%**

* Maintain clinical records in accordance with agency policies
* Ensure timely completion of agency required trainings/workshops.
* Other responsibilities and tasks as may be assigned

**KEY PERFORMANCE INDICATORS (KPIs):**

* Maintain Agency performance expectations 100% of the time.
* Complete and provide quality, collaborative service documentation 100% of the time.
* 100% of supervisees have met their KPI’s.
* All new hires will be trained and competency expectations will be met within first 30 days and ongoing.
* 100% of all new hires will receive bi-weekly supervision for the first 90 days.
* 99% accurate on entering information in EMR.
* 100% of required trainings will be completed within specific time frames.

**MINIMUM QUALIFICATIONS**:

1. Education – Master’s degree in Social Work, Counseling or related field from an accredited college or university.
2. Licensure/Certification – Current, unrestricted license as a Professional Counselor, Clinical Social Worker or Marriage and Family Therapist
3. Experience – Minimum two (2) years of human services, social work, and /or clinical experience working with the mental health or substance abuse populations; 1 year in supervisory role.
4. Other - Criminal background check clearance, official academic transcripts, valid driver’s license/ID drug screen, TB test

**PREFERRED QUALIFICATIONS:**

1. Experience – Minimum five (5) years of human services, social work, and /or clinical experience working with the mental health or substance abuse populations; 3 years in supervisory role.
2. One (1) year of experience working in a psychiatric inpatient/outpatient setting.

**TO APPLY**

**Please visit:** [www.cobbcsb.com](http://www.cobbcsb.com/)

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