

## **CLINICAL PROGRAM MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves responsibility for managing and overseeing one of the out-patient programs providing services through the County Community Services Department. In addition to providing direct administrative and supervisory oversight of the program, the incumbent will be responsible for managing the delivery of mental health, drug and alcohol assessment, treatment, and rehabilitative services by the professional staff. Work is performed under general administrative direction in accordance with established policies and procedures. Supervision is exercised over a large staff including subordinate supervisors, professional staff, and office support staff.

### **TYPICAL WORK ACTIVITIES:**

Manages and supervises the day-to-day operation of an out-patient program providing services through the Community Services Department;

Activities include monitoring the status of building and equipment, staff management, quality assurance monitoring, staff development, program and planning/design, participation in evaluation, and internal paper flow;

This may also involve:

Conducting employee performance or discipline counseling sessions with staff;

Providing professional supervision of all staff assigned to the clinic;

Responsible for accurate reporting of demographic, financial and other statistical MIS data, performing trending analysis, and recommendations for programmatic/staffing adjustments for the clinic;

Assisting in the preparation and maintenance of the annual operating budget for the program;

Responsible for assuring the maximization/reaching of target amounts of revenue for the

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clinic, including coordination of the fee setting for all clients;

Participating in management meetings to identify matters involving employee terms and conditions of employment and/or labor issues and recommending items for discussion in the collective bargaining process;

Responsible for assessing and maximizing individual staff productivity, including but not limited to units of service and revenue production for the clinic;

Reviewing staffs' clinical records to assure that the records are up to date and of acceptable professional quality, assuring that the program is in compliance with all appropriate regulatory requirements;

Developing and recommending policies with respect to all aspects of their assigned outpatient program operation and service delivery;

Participating in informational and educational activities to disseminate information concerning programs and services offered through the Community Services Department;

Participating in formal interventions with clients, using specific assessment or intervention techniques to provide support, improve client functioning, or to bring about changes in the presenting needs of clients and their support groups;

Acting as a team leader in case conferences designed to discuss the diagnosis and treatment of clients;

Participating in long range planning and forecasting toward the development of improved programs;

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Coordinating the activities of the assigned outpatient program with other outpatient programs or services;

Assisting in the arrangement of specific services for clients insuring proper coordination of human services and to monitor client response to treatment modalities;

Participating in informational and educational community activities to further community knowledge about the prevention or treatment of mental and behavioral health disorders.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL**

**CHARACTERISTICS:** Thorough knowledge and understanding of the symptoms, causes, characteristics, and treatment methods associated with various psychiatric disorders, mental retardation and developmental disabilities, and alcoholism or substance abuse; thorough knowledge of social work concepts, theories, principles, and practices in the context of services provided through a community mental and behavioral health program; thorough knowledge of the functioning of community mental and behavioral health and related human or health care facilities and the scope of services provided; good knowledge of administration and management functions involved in directing an organizational segment; including such functions as planning, organizing, coordinating, supervising, directing budgeting, evaluating, and forecasting; ability to organize, direct and coordinate the activities and services provided through the assigned outpatient program; ability to prepare technical and informational data for administrative use; ability to plan and supervise the work of others, including providing professional clinical and administrative supervision to other social workers; ability to understand and interpret regulations, policies, and directives; ability to

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express oneself clearly both orally and in writing; ability to establish rapport with client population being served; and ability to relate to people from a variety of socioeconomic groups.

#### **MINIMUM QUALIFICATIONS:** Either:

- (A) Possession of a doctorate degree in social work, clinical psychology, or counseling psychology, and two years of experience in providing social work or counseling services in a community mental health or behavioral health program, including at least one year of supervisory experience; or
- (B) Possession of a current certificate or limited permit to practice psychology or social work in the State of New York, and four years of experience as described in (A) above, including at least one year of supervisory experience; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

*Note: Only professional post-doctoral psychology or post-masters social work experience will be considered as qualifying experience. Supervisory experience must be supervision of professional psychologists or social workers practicing at the post master's level.*