

HEMOCARE

Management Corporation

POSITION DESCRIPTION

Clinical Director

Primary Purpose of Mental Health Division: The primary purpose of the Mental Health Division of HEMOCARE Management Corporation is to provide high quality Mental Health, Developmental Disabilities, and Substance Abuse services for clients of certain authorized organizations in North Carolina.

Primary Purpose of Position: The primary responsibilities of this position are to provide overall supervision of non-medical clinical staff and the services they provide.

Work Schedule: The normal work hours for the agency are 8:00 a.m. until 5:00 p.m., with an hour for lunch. The work schedule for this position may vary.

Responsibilities and Duties:

1. 40% Clinical Direction and Supervision: Provide overall clinical direction for the agency, including implementation of best practice and emerging practice protocols. Provide direct and indirect supervision of Clinical Staff, based upon each staff member's education, experience and caseload.
2. 10% Design Treatment Protocols: Have overall responsibility for the final design and implementation of treatment protocols used by HEMOCARE, with an emphasis on Evidence-Based and Emerging Best Practices.
3. 30% Quality Assurance and Improvement: Review quality of the services provided as shown in the documentation and review of outcomes. Develop, monitor and report upon outcome measures. Participate in quality management initiatives.
4. 10% Training: Work with the Director of Quality Improvement and Training in designing HEMOCARE training curricula, including ensuring fidelity to the treatment models being trained. Have final approval of curricula used. Participate in delivering the training.
5. 5% Communication: Communicate information clearly, pleasantly and in a timely manner to consumers, other HEMOCARE personnel and authorized representatives of other agencies. Facilitate communication to solve problems that may arise.
6. 5% Marketing: Maintain good working relationships and regular contacts with professionals from community agencies. Represent HEMOCARE in professional meetings and other appropriate settings.

Overall Performance Expectations:

1. Maintain strict confidentiality concerning all client information, personnel information, and proprietary corporation information.
2. Exercise sound judgment, both with regard to clinical issues and in the day-to-day operation of HEMOCARE's services.
3. Exhibit leadership in the provision of high quality services and projecting the professionalism and competency of HEMOCARE Management Corporation. Represent HEMOCARE Management

Corporation positively and professionally among peers, with agency personnel and in the community-at-large.

4. Know applicable rules and standards for the provision of services and documentation. Monitor and ensure compliance with them, including standards for quality, completeness, and timeliness of documentation.
5. Follow established policies and procedures, including the Code of Ethics.
6. Complete tasks by agreed-upon deadlines.
7. Maintain a pleasant and professional attitude and demonstrate sound interpersonal skills in the office, while on company business, and in the community at large.
8. Maintain good relationships with Screening, Triage and Referral Units and other referral sources.
9. Return phone calls promptly.
10. Communicate regularly and effectively with the CEO, Division Director, Regional Manager, administrative personnel and other HOMECARE professionals. Transmit relevant information to administrative, clinical and management personnel completely and accurately.
11. Listen when information is being transmitted and check to ensure that it is correctly understood; use information received as the basis for related action.
12. Participate in providing trainings for other HOMECARE personnel.
13. Keep an accurate calendar of obligations as a staff member and of agency and program duties and deadlines. Note any change in the calendar in advance when it is necessary to alter the normal work day; notify affected individuals of the change.
14. Control excessive use of office time for receiving or making personal telephone calls, receiving personal visitors, or having non-business discussions with other employees.

Minimum Education and Experience: Must be a Medical Doctor licensed to practice in the state of North Carolina, Licensed Clinical Social Worker, Licensed Psychologist, Licensed Psychological Associate, Licensed Professional Counselor, Licensed Marriage and Family Therapist, Mastered Degree Nurse with Advanced Practice credentials (NP, PNP, etc.), Licensed Clinical Addiction Specialist, or Certified Clinical Supervisor; must have education and experience sufficient to provide clinical direction to HOMECARE clinical staff.

Accuracy Required In Work: Must be extremely accurate to prevent chargebacks for ineligible services.

Consequence of Error: Errors of judgment in providing services could lead to adverse consequences for our clients. Errors in documentation review could result in financial loss to the company. Failure to conduct tasks efficiently and pleasantly could damage the reputation of the company and result in loss of business.

Instructions Provided to Employee: Day-to-Day instructions are provided by the Director of the Mental Health Division. Additional instructions will from time-to-time be provided by the CEO.

Access to Protected and Confidential Information: The Clinical Director has access to complete client records of all clients. This is necessary in order to provide overall direction and supervision of the clinical aspects of care and to participate in quality assurance activities.

Guidelines, Regulations, Policies and References: HOMECARE Management operates within the laws of the state, and the Mental Health Division is governed by Medicaid and NC Division of MH/DD/SA Services and the NC Division of Medical Assistance policy regarding specific services. Employees must follow the client rights policies, including Confidentiality policies and other procedural and fiscal policies of the contracting agencies, and company policy as described in the HOMECARE Employee Policy Manual.

Physical Effort: Must be able to perform the basic life support functions of walking, feeling, stooping, talking, hearing, and seeing. Must be able to perform light work exerting up to 25 pounds of force to move objects.

Work Environment and Conditions: Work occurs primarily in standard office environments.

Machines Used: Must be able to use standard office machines, including personal computer, and be licensed to drive a car. Must have a car available for work-related transportation.

Dynamics of Work: This work is varied, requiring excellent interpersonal skills, clinical judgment, problem solving ability, and initiative.

Certification by Signature that I have reviewed this position description and am aware of my job responsibilities and duties:

_____ Date

Certification by Supervisor that I have reviewed all job responsibilities and duties and believe the employee understands:

_____ Date