

## Job Description

**Title of Position:** Manager of Clinical Services  
**Reports to:** Chief Program Officer  
**Works Closely with:** Manager of Support Services and Manager of Residential Services  
**Status:** Exempt

All employees are expected to support the mission of The Women's Home "to help women in crisis regain their self-esteem and dignity, empowering them to return to society as productive, self-sufficient individuals". This is accomplished in many practical ways and by expressing in everyday work behavior our core values: Dignity – Respect for the worth of every person; Integrity – Honesty, justice, consistency and ethical practice in all relationships; Inclusiveness – Diversity in those we serve, our staff and leadership; Stewardship – Wise use of talents and resources in the service of others; and Wholistic Growth – Empowering individuals to adapt creatively to changes in life. Through honoring these core values we seek to work harmoniously with staff, clients, donors, and the community by maintaining emotional control and diplomacy during all interactions and by communicating verbally and non-verbally in an articulate and professional manner.

**Position Summary:** This position is responsible for the oversight and development of clinical services including individual and group therapy, psychiatric and nursing services, substance abuse treatment, and those persons providing services in these areas to ensure high quality, efficient and effective delivery of treatment to clients engaged in the agency's WholeLife® program. The person in this position will provide some direct services to maintain first-hand engagement in the client and programmatic process to more effectively provide insight and perspective to the long-term goals and objectives established by the agency. This position is responsible for ensuring compliance in the area of treatment for all levels of care. This position is responsible for maintaining the internship program with local universities.

I. **Essential Duties and Responsibilities** are listed below and will always include those specifically assigned by the immediate supervisor.

### **Program Administration:**

- A. Provide supervision and oversight to the clinical team.
- B. Work collaboratively with other program managers and CPO to ensure quality service provision for all program areas.
- C. Work collaboratively with other program managers to ensure the service calendar is reviewed and updated regularly
- D. Responsible for regular review of charts and services to ensure program is in compliance.
- E. Participate on the agency's Continuous Quality Improvement team.
- F. Ensure that all documentation is completed according to licensing requirements
- G. Recommend new and/or revised clinical programming as indicated by client needs
- H. Recommend and implement program changes as indicated by client needs
- I. Co-facilitate weekly multidisciplinary team meetings
- J. Sign clinical notes as necessary
- K. Attend other meetings as required
- L. Hire and train clinical staff
- M. Conduct staff evaluations as required

### **Therapeutic Services Administration:**

- A. Assign clients to individual therapist and therapy groups appropriate for the client upon admission
- B. Coordinate psychiatric services with Baylor supervising psychiatrist and assigned psychiatric resident
- C. Direct treatment plans as the QCC in collaboration with rest of the treatment team.
- D. Facilitate clinical staff meetings
- E. Recommend specialty groups and different therapeutic modalities as needed
- F. Coordinate group supervisory services
- G. Co-facilitate process group with psychiatric resident
- H. Maintain a small caseload for individual therapy and groups
- I. Coordinate and provide training and supervision to interns assigned to groups and individual therapy cases
- J. Oversee and coordinate provision of nursing services from UT School of Nursing

### **Clinical Intern Program Administration:**

- A. Interview all potential clinical interns
- B. Develop and maintain relationships with universities
- C. Orient and train new interns
- D. Create and maintain intern schedules/assignments
- E. Ensure that appropriate clinical supervision is provided to interns in all agency locations
- F. Ensure that interns do not take on staff responsibilities
- G. Sign off on all intern notes as QCC

### **II. Qualifications:**

- A. Master's Degree in Social Work, Psychology or related mental health field
- B. Three to five years clinical experience
- C. License/Certification in appropriate field (LCSW, LPC) ; Supervisory license preferred (S)
- D. Three to five years supervisory experience required
- E. Program development and experience working with multidisciplinary team preferred
- F. Experience working with substance abuse population preferred
- G. Ability to prioritize, multi-task and highly organized
- H. Flexible and demonstrated ability to make sound clinical decisions
- I. Person in this position must be able to sit and stand for long periods; use a computer keyboard and monitor for long periods; and be able to lift and carry 20 lbs.

### **III. Physical Requirements:**

Person in this position must be able to sit, stand, bend, stoop and use desktop technology for long periods of time. Reasonable accommodations may be made to enable individuals with disabilities to perform these duties.