



Job Title:	Clinical Director
Department:	Clinical
Reports To:	Director of Clinical Services
Employment Status:	Full-time
FSLA Status:	Exempt
Work Location:	HopeWay at Oakhurst Commons HopeWay – inclusive of Foundation, Wellness, & Veterans House Hopeway Psychiatry & Associates
Remote Work:	Not Applicable
Schedule:	Monday- Friday 40 Hours a Week, Weekends as needed
Effective Date:	Wednesday, August 9, 2023

POSITION SUMMARY

This role will lead a variety of responsibilities throughout HopeWay’s Adolescent PHP Program. The role of a Clinical Director is to manage the day-to-day operations of HopeWay’s Adolescent PHP Program. The Clinical Director is responsible for ensuring that high quality client care is given while performing at an economical and efficient pace. The Clinical Director monitors client volumes, quality of care, and performance of staff to identify areas for improvement. The Clinical Director remains in constant communication with each provider to ensure project/department milestones/goals are being met and all are adhering to approved budgets. The Clinical Director also manages the team and any direct reports in the day-to day performance of their jobs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Core competency is demonstrated by the ability to carry out the essential duties and responsibilities of the job. The essential functions include, but are not limited to, the following.

1.	Works with HR to recruit, select, on-board, and train any new direct report clinical hire.
2.	Develops and supports Adolescent PHP team.
3.	Reviews schedules to ensure financial metrics are met.
4.	Responsible for maintaining a safe and clean outpatient work environment by designing and implementing best practice policies and procedures.
5.	Works with key stakeholders to identify, develop, and implement best demonstrated practices.
6.	Partners with the team on all key issues affecting the practice: quality control, performance improvement, staffing, and budget.
7.	Manages providers’ schedules to hit key financial metrics
8.	Work with the team on all areas of client needs, including therapists, medical records, nursing, finance, and aftercare.
9.	Performs other duties as assigned.



COMPLIANCE & PROTECTED HEALTH INFORMATION

- Understands and adheres to:
 - HopeWay compliance standards as they appear in the Employee Handbook, Code of Conduct, and Conflict of Interest policy.
 - Understands and adheres to HIPAA, CFR 42 Part 2, and North Carolina Identity Theft Protection Act standards, rules, and regulations.
 - The Minimum Necessary Standard when accessing protected health information in the performance of job duties and/or disclosing protected health information for treatment, payment, and/or operations purposes.
- Stays up-to-date with all HopeWay practices, rules, regulations, and policies as they presently exist and as they change and/or are modified.
- Keeps well-informed of all applicable federal, state, and local, regulations, laws, and policies as they presently exist and as they change and/or are modified.

JOB REQUIREMENTS

Minimum Qualifications

The minimum qualifications described here are representative of those that must be met by an individual to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- **Education:** Master's degree in a relevant human services field such as Social Work, Counseling, Psychology, or Marriage and Family Therapy from an accredited school of graduate education required.
- **Experience:** At least two years of experience providing assessments, psychotherapy, and aftercare planning with adult who possess complex behavioral health issues required. Previous work completing diagnostic assessments as part of a multidisciplinary diagnostic team preferred. Experience in crisis management.
- **Licensure/Certification:** Full licensure by the appropriate North Carolina professional licensing board required.
- **Knowledge of:**
 - Computers, Microsoft Office products, and electronic health record (if applicable).
 - HopeWay's mission, vision, values, and philosophy regarding extraordinary customer relations and quality of service.
- **Ability to:**
 - Operate office equipment such as a personal computer, calculator, copier, fax machine, telephone, and general office equipment.
 - Multitask/Work in a fast-paced environment with several competing demands.
 - Assess and prioritize multiple tasks and demands; work within deadlines to complete projects and assignments.
 - Identify and recommend solutions to problems.



- Develop and maintain effective working relationships with clients, family members, guests, the general public, associates, supervisors, providers, and staff.
- Communicate effectively in oral form; read and write; understand, follow, and carry out written and oral instructions.
- Exercise appropriate judgment in completing essential functions.
- Manage difficult or conflict situations constructively with a high degree of sensitivity, tact, and diplomacy, and seek appropriate assistance.
- Upon successful completion of job training, the ability to work independently and as part of a multidisciplinary team with professionalism, respect, integrity, and a strong work ethic.
- **Skills:**
 - Excellent written and verbal communication, customer service, telephone skills, attention to detail, and organizational skills.
 - Skill in dealing firmly, tactfully, and courteously with clients, family members, guests, and the general public.
- **Additional Requirements:**
 - Basic Life Support (BLS) and First Aid certification from American Heart Association or American Red Cross required. Must be obtained within 30 days of effective date and be maintained as *current* throughout employment.
 - Verbal De-Escalation training/certification required. Must be obtained within 30 days of effective date and be maintained as *current* throughout employment.
 - Tuberculosis screening required. Must be completed prior to effective date and rescreened *annually* throughout employment
 - A minimum of two years of sobriety preferred, if in recovery.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- **Physical Demands:** Must be able to remain in a stationary position up to 50% of the time. Must be able to operate office equipment. Must be able to move about from work area to work area and position self to accomplish tasks. Must be able to communicate information/ideas so others will understand, and exchange accurate information in these situations. Must be able to observe details at close range. Must be able to exert up to 15 pounds of force to move, position, install, and/or remove objects.
- **Work Environment:** May be exposed to dust, fluctuation in inside temperatures, and electro-magnetic radiation (e.g., computer screen).

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and



to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the individual will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this job description are the minimum levels of knowledge, skills, or abilities. This job description does not create an employment contract, implied or otherwise, other than an at-will relationship.

HopeWay is an equal opportunity employer, tobacco/nicotine/drug-free workplace, and complies with ADA regulations as applicable.

EMPLOYEE ACKNOWLEDGEMENT

I, _____, acknowledge I have reviewed and accepted this job description.
(Employee's Name – PRINT)

Employee's Signature

Date: _____

Human Resources/Supervisor Signature

Date: _____

Human Resources/Supervisor Name & Title – PRINT

FOR INTERNAL USE ONLY

Approved By: _____

Approved Date: _____