

Clinical Director Job Description

Human Resource Management:

- Hire, Train, and Manage contractors to ensure compliance with the Department of Human Resources and the Department of Behavioral Health and Disability Services
- Input new contractors in the electronic medical record system (ECASE and Sharenote) and ensure they have adequate access to complete duties and assigned tasks alongside the Program Director
- Perform human resource management activities, including identifying performance problems and developing plans for remedial action, evaluating performance, and interviewing and selecting staff alongside the HR Director
- Prepare payroll reports for the CORE program and submit to the CEO

Clinical Supervision/ Training:

- Conduct individual and group supervision with Support Services contractors to address documentation, behavioral interventions, and grievances as needed
- Conduct monthly clinical supervision with Master Level contractors in the CORE program to address documentation, behavioral interventions, and grievances
- Actively participate in providing crisis management and urgent case consultations (including but not limited to, after hours)
- Conduct approved trainings in accordance with agency's annual/ quarterly training calendar (CARF/ DATEP/DFACS/ DHS/ DBHDD, etc.)

Productivity Improvement and Maintenance:

- Provide on-call services to address any clinical, grievance issues for all agency contractors
- Monitor weekly accountability, client contacts and approved billable claims for each contractor
- Weekly BIRP note review in Sharenote
- Communicate with HR regarding contractors who consistently fail to meet standard of care as outlined in SDP/ IRP/ Tx Plan
- Train/ Educate staff regarding provision of services to ensure appropriate level of care, tx plans and objective
- Monitor and communicate with treatment staff regarding service provision as defined in SDP/ IRP/ Tx Plan
- Manage Assessors with assigned works according to agency standard practices involving deadlines
- Review for approval assessments and treatment plans
- Conduct client Verified Diagnosis as needed
- Ensure the completion of initial authorizations and reauthorizations monthly for CORE services
- Schedule appointments for the medical personnel to ensure compliance with CORE clients.
- Communicate with medical personnel to ensure documentation is turned in timely and invoice is processed
- Provide oversight for the Support Services program
- Monitor weekly accountability, client contacts and approved billable claims for each behavioral aide
- Assist the note reader with weekly note review to ensure timely review of notes as needed
- Communicate with the Program Director weekly to discuss behavioral aide's performance standard issues that are out of compliance with company guidelines, policies and procedures
- Assist with inputting service authorizations into the electronic medical system for compliance with the Department of Human Services as needed
- Contact Department of Family and Children Services Case Managers to request service authorizations and update them with assigned cases as needed
- Assist Behavioral Aides with scheduling client care according to agency standards and regulatory requirements as needed
- Provide 24-hour on-call services for the Department of Family and Children Services to assist with rendering services or address grievances for the agency

Customer Relationship Management/ Marketing:

- Attend weekly Family Partnership Meetings with Dekalb County Department of Family and Children Services in the absence of the Program Director
- Collaborate with Karing Hands Group Home to ensure services are in compliance with the Department of Family and Children Services
- Communicate (including but not limited to telephone, email, phone/ fax) with referring agents/ stakeholders from admission through discharge of client care
- To solidify the presence of agency and maintain a pulse on community engagement, conduct, at minimum twice per month, in-service, marketing presentations

Company Growth / Program Development/ Fiscal Management:

- Develop and manage new programs for client population the agency serves in the community
- Collaborate weekly with the finance department to decrease errors reported for reimbursement of payments from the Department of Human Services and Medicaid Insurance panels
- Contact the Fiscal Department of the Department of Family and Children Services to inquire about payments in the arrears and ensure proper reconciliation of all funding owed to the agency
- Communicate with insurance companies and other payors to monitor service authorizations, payment reconciliation, claim denials, etc.

Administrative Review:

- Review contracts, Org Chart, and other imperative documents for the Department of Human Services to ensure they are accurate, signed and submitted in a timely manner
- Assist with the development and implementation of policies and procedures for the agency to ensure compliance with different government agencies
- Monitor, audit and ensure compliance with all regulatory requirements, client files, organizational standards, and policies and procedures and participates in CARF/ DATEP/DFCS/ DHS/ DBHDD, etc., and all funding source audit/ reviews
- Attend and participate in state meetings with the Department of Human Resources for compliance guidelines and regulations
- Conduct Quality Assurance surveys and interviews with all active clients quarterly

Job Types: Full-time, Contract

Education:

- Master's (Required)

License:

- LPC/LCSW (Required)

Applicants please send your resume to hr@nbnfostercare.org