

## **POSITION DESCRIPTION**

**CLASSIFICATION TITLE:** Senior Supervisor

**POSITION TITLE:** Coordinator of MH/SA Outpatient Services

### **GENERAL STATEMENT OF RESPONSIBILITIES:**

This FLSA exempt position is responsible for the day-to-day supervision, provision, and coordination of mental health, substance use, and/or co-occurring outpatient services for children, adolescents, and adults under the direction of the Eastern Shore Community Services Board.

#### **General responsibilities include:**

- Providing program oversight to include developing services and organizing and assigning new referrals, assessments, client contacts (direct and indirect);
- Providing day-to-day supervision of licensed and non-licensed clinicians;
- Ensuring all service provision is completely and correctly documented by established deadlines and in accordance with Medicaid and licensing guidelines.

In carrying out position responsibilities the incumbent reports to and receives supervision from the Director of Clinical Services and Quality Improvement. The incumbent is required to possess demonstrable proficiency in the use of electronic health records, possess a high degree of initiative, be able to work both independently and collaboratively, exercise sound judgment, maintain confidentiality, and develop and implement well-organized mental health, substance use and/or co-occurring services.

### **MAJOR DUTIES:**

- Coordinate with the Director of Clinical Services and Quality Improvement to ensure documentation meets Medicaid and licensing guidelines;
- Conduct individual supervision which instructs on best practice intervention; monitors productivity and no-show parameters; and reviews, for submission to the Director of Clinical Services and Quality Improvement, one case for documentation quality and completion;
- Study, understand and stay current with licensing, Medicaid, and human rights, and other relevant regulations;

- Conduct qualitative reviews of the electronic health record to ensure documentation is appropriate to service provision and in compliance with regulatory and payer requirements and that services are submitted for timely billing and maximum reimbursement;
- Assist in the development of program policies and procedures;
- Attend electronic health record meeting to integrate IT and EHR protocols with clinical practice;
- Orient, train and support clinicians in the use of the EHR and provide ongoing problem-solving communications and collaboration regarding its use;
- Conduct quantitative reviews of the electronic health record by running EHR reports to ensure staff complete required data elements;
- Provide day-to-day clinical and administrative supervision and oversight of licensed and non-licensed clinicians;
- Study, understand, and implement managed care guidelines;
- Design services using best practices to ensure positive treatment outcomes and monitor the outcomes to improve clinical effectiveness;
- Monitor cases to determine continuation of services or the need for referrals and/or discharge.
- Provide case consultation services to other human service agencies upon request;
- Ensure clinicians maximize the use of collaborative documentation;
- Ensure clinicians meet established weekly productivity goals for direct service;
- Work closely with CSB directors and supervisors to identify and implement effective collaborations, best practices, and efficient and user-friendly client services;
- On an established schedule, meet with a representative of the Finance Department to review and monitor program revenues and expenses;
- Coordinate with inter- and intra-agency providers for referrals and monitoring of program efficacy;
- Safeguard the health, safety, and civil rights of all consumers;

- Assign cases to appropriate staff according to service needs of the consumer;
- Based on program demand, conduct intake assessments for consumers;
- Attend all supervisory staff meetings related to service provision and administrative responsibilities;
- Complete administrative tasks for all staff to include performance evaluations, time sheets, leave requests, and travel forms within ESCSB timeframes and guidelines;
- Conduct regular staff meetings designed to improve collaboration between service provider; to teach, model and reinforce evidence-based best practice models as applied to specific cases; and to disseminate information that cannot be communicated in a more efficient format (e.g., email, memos);
- Ensure that staff complete administrative tasks (timesheet, travel vouchers, human resources forms, etc.) within established timeframes;
- Perform other job-related duties as directed by the Director of Clinical Services and Quality Improvement and/or the Executive Director.

### **QUALIFICATIONS:**

**BFOQ** – The incumbent must possess a valid Virginia license as an LPC or LCSW.

The incumbent should have position-related experience with the population served and in the coordination and operation of a program and facility, as well as staff supervisory experience and possess the following knowledge, skills, and abilities.

**Knowledge of:** Mental health, substance use, and co-occurring disorders in children, adolescents, and adults and evidenced-based techniques/practices for the treatment thereof, to include initial assessments and treatment plans; the nature of serious mental illness in adults and serious emotional disturbance in children and adolescents; the principles for recovery; general knowledge of symptoms of addictive disorders and treatment of addictive disorders in adults and adolescents; the principles of family systems; the principles/techniques of individual and group counseling; and inter- and intra-agency coordination of services; managed care procedures; Medicaid, licensing, and human rights regulations; effective oral, written, and interpersonal communication principles and techniques; general principles of record documentation; the principles and techniques of staff supervision; and generally accepted safety procedures

**Skill(s) in:** Providing clinical and administrative supervision; program development; implementing policies and procedures for service delivery; problem solving; applying Medicaid, licensing, and human rights standards to day-to-day

program operations; monitoring service delivery programs; working effectively with individuals with mental health, substance use or co-occurring disorders; communicating effectively; organization; completing required consumer and administrative-related documentation; modeling, teaching, and monitoring time management skills.

**Ability(ies) to:** Operate effective services within the parameters of managed care requirements, agency policies and procedures, and Medicaid, licensing, and human rights regulations; assess, analyze and evaluate program needs; understand and work in an electronic health record; motivate, mobilize and support staff; exercise sound judgment; sustain effective inter- and intra-agency working relationships; professionally and competently represent the agency at meetings; communicate effectively, verbally and in writing; maintain confidentiality; work effectively as a team member and individually; apply policies to program development; communicate policies to all affected parties; exercise, establish, and maintain effective working relationships as necessitated by work assignments; problem-solve and handle emergent situations with sound judgment; and expand program capacity by working with referrals in community sources.

**HIPAA Access Level:** 4 = limited access to consumer/employee/contractor information

**ORGANIZATION LOCATION:**

**EXECUTIVE DIRECTOR**

**DIRECTOR OF CLINICAL SERVICES & QI**

**COORDINATOR OF MH/SA OUTPATIENT SERVICES**

**SALARY RANGE & HOURLY RATE:** Classification Level XII

**EFFECTIVE DATE:** February 1, 2019

**POSITION DESCRIPTION CONTENT:**

Job descriptions are not intended to be, and should not be construed to be, all-inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job.

While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties from particular jobs and to assign other duties as necessary.

**SIGNATURES:**

\_\_\_\_\_  
Coordinator of MH/SA Outpatient Services Date

\_\_\_\_\_  
Director of Clinical Services & QI Date

\_\_\_\_\_  
Executive Director Date

CoordMH/SAOutptSvs