

JOB DESCRIPTION

Clinical Supervisor

Job Summary

The Clinical Supervisor will be a versatile, self-motivated, results-oriented professional who is able to assist with managing a strong clinical team under the supervision/oversight of the Clinical Director. The Clinical Supervisor is involved with clinical operational oversight and supervision to assigned clinical service staff that may include fully licensed therapists, therapist-interns and Qualified Mental Health Professionals. The position insures adherence to the mission, vision and values of the organization as well as the Mosaic clinical service policies and procedures. This position assists with managing and ensuring service quality and clinical documentation compliance while working closely with the Clinical Director and team members to achieve the organization's clinical and fiscal division goals and service outcomes.

Responsibilities:

General:

- Contributes to Pathways' mission, vision, and program philosophies by way of work product and professional behavior with both internal and external consumers
- Adheres to all current federal & state laws, as well as Pathways' Policies and Procedures, including the safeguarding of confidential protected health information and compliance with the Health Insurance Portability & Accountability Act (HIPAA)
- Demonstrates an awareness, appreciation and respect for diverse cultures and individual differences of clients and fellow employees; identifies culturally relevant issues and implements communications in a manner appropriate to them.
- Reports immediately any suspected incidents of child abuse or neglect to his/her immediate supervisor and the Child Abuse Hotline and document the incident within 24 hours (1-800-252-5400)
- Participates actively in agency quality assurance activities including performance and outcomes review, case record review, stakeholder satisfaction review, incident review, and improvement planning.
- Establishes relationships and communicates with the clients/children, caseworkers, probation officers, family members and staff.
- Attends department/agency meetings
- Attends trainings related to the responsibilities of the position
- Completes other duties as assigned

Essential Duties:

- Provides clinical supervision for assigned clinical personnel and other support staff. Supervision needs will be evaluated based on clinical experience and performance and may be weekly but not less than bi-weekly.
- Participates in leading clinical team meetings to ensure clinical service goals are met and program and organizational developments are communicated, understood and implemented.
- Ensures weekly review and management of caseload and productivity. Ensures clinical services are scheduled by the providers in the electronic records system and are delivered to clients weekly.
- Monitors compliance with treatment services. Reviews "no show" and "cancelation" concerns and how to mitigate barriers to successful treatment with each provider.
- Shares responsibility of closely monitoring the referral list, including scheduling and assigning new cases in a timely manner to clinical staff based on staff case load and productivity. Sets expectations for all providers in regards to meeting performance requirements and achieving goals. Ensures clients have timely access to care provided by our providers.

- Provides guidance/supervision to group and individual providers achieving below average treatment outcomes and consults with Clinical Director regarding disciplinary action that may be warranted due to underperformance.
- Discusses staff's approval of upcoming discharges with Clinical Director prior to conversations with client/families.
- Partakes in monthly peer review and other quality improvement activities while working closely with Clinical Director to ensure clinically sound documentation.
- Reviews, rejects and approves clinical documentation for assigned clinical staff on a daily basis, and provides feedback to providers.
- Reports all adverse incidents to the Clinical Director immediately. Consults with Clinical Director on any incident that requires external reporting.
- Reviews assessments & staff's diagnoses along with appropriate recommendation for treatment services with Clinical Director.
- Monitors treatment plan service delivery compliance i.e., ensures providers deliver services in type and quantity consistent with the treatment plan and minimizes over and/or under-utilization of services.
- Manages productivity in conjunction with Clinical Director.
- Addresses complaints made about provider(s) or services by payers and/or consumers. Reports complaints per policy to the Clinical Director and Quality and Compliance Director.
- Ensures clinical documentation meets internal divisional and external payer requirements.
- Conducts documented supervision with assigned clinical staff and provides ongoing feedback to each provider concerning quality of clinical services and work performance.
- Involved with onboarding curriculum/training with new staff. Consults with Mosaic training manager to ensure standardized practices as needed.
- Monitors HIPAA compliance and reports breaches in accordance with corporate policy.
- Adheres to the requirements and regulations as set forth by the Department of Health and Human Services and Texas State Board of Examiners based on clinical licensure.
- Assists with completing intakes, diagnostic evaluations, CANS Assessments and CANS 2.0 as needed.
- Establishes relationships and communicates with clients, caseworkers/probation officers, family members, and staff.
- Maintains professional licensure as a behavioral health provider in good standing based on licensing requirements.
- Completes other duties as assigned.

Supervisor: Clinical Director
Supervises: Assigned Behavioral Health Staff
Work Environment: Office setting
Work Hours: Full-time, minimum 40 hours per week position; work hours must be flexible to include some weekend, holiday, and evening hours
Classification: Exempt

Education & Experience:

- Licensed master social worker, licensed clinical social worker, licensed professional counselor, or licensed marriage and family therapist, and five years of experience providing treatment services for children with emotional disorders in Texas
- Minimum two years of supervisory experience

Knowledge, Skills, & Abilities:

- General knowledge/understanding of clinical administration within a behavioral health care environment
- Strong clinical skills and knowledge of the treatment issues concerning children, adolescents, adults, and families
- Experience with foster and/or adoptive children and families and knowledge of the DFPS system
- Ability to support the agency's culture, growth, and success through communication, accountability, and positivity
- Ability to be clear headed and decisive based on the scope of the position
- Ability to work efficiently and effectively both individually and as part of a team
- Ability to appropriately accept feedback through the supervision process - thus displaying the willingness to learn, grow, and improve
- Competent in using Microsoft Word, Excel, the Internet, and other software applications
- Effective oral/written communication and organizational skills
- Ability to effectively work as a part of a professional team

Additional Requirements:

- Active Texas Medicaid Number
- Valid clinical license in Texas
- Proof of valid Texas Driver's License (Type C)
- Access to reliable transportation
- Proof of valid/current auto insurance
- Copy of official state driving record
- Three (3) employment references
- Cleared criminal background check and signed statement regarding felony indictments/convictions
- Cleared TB test results (current within 12 months prior to employment)
- Cleared pre-employment drug test
- Working cellular telephone

Physical and Mental Demands

With or without reasonable accommodation, the physical and mental requirements of this job may include the following: frequent seeing, hearing, speaking, and writing clearly. Occasional reaching with hands and arms, stooping, kneeling, crouching, crawling, frequent sitting, standing and walking may be required for long periods of time and may involve climbing stairs, walking up inclines and on uneven terrain. Additional physical requirements may include, frequent lifting and or moving up to 25 pounds. Ability to remain calm in stressful situations.

DISCLOSURE STATEMENT

The above statements reflect the general details considered necessary to decide the essential functions of the job identified and shall not be construed as a detailed description of all work requirements that may be inherent in the job.

Pathways does not discriminate on the basis of race, color, age, national origin, religion, creed, disability, marital status, gender, gender identity and/or expression, sexual orientation, genetic information, status regarding public assistance, military status or any other characteristic protected by federal, state or local law in

any of its activities or operations. Pathways is committed to a diverse and inclusive working environment and to providing an environment free of abuse, neglect, harassment or exploitation for employees and for children, youth and families we serve.