

CLINICAL SERVICES MANAGER

FUNCTION OF THE JOB

Under direction, to be responsible for the design, implementation, and coordination of comprehensive inpatient and outpatient mental health services and substance use programs; to promote interagency cooperation in providing mental health and substance use services to the community; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. In cooperation with the medical staff; plans, directs, reviews, and evaluates inpatient and outpatient care procedures designed to provide patient care in a wide variety of inpatient and outpatient facilities.
2. Contributes to long and short range planning for the development, operation, maintenance, and improvement of mental health and substance use services based on community needs assessment, gaps analysis, data trends, and recommends priorities to accomplish objectives.
3. Directs the development and implementation of mental health and substance use programs in accordance with state and federal guidelines.
4. Coordinates an effective utilization of programs, facilities, public and private hospitals, clinics, rehabilitation centers, residential care facilities, and community agencies.
5. Oversees Criminal Justice Collaborating Council (CJCC) operations; provides supervision and support for the Justice Services Coordinator; provides oversight of the CJCC pre-trial and post-conviction programs for justice involved individuals.
6. Oversees and/or develops policies and procedures for mental health and substance use services and programs.
7. Ensures compliance with federal, state, and local laws, regulations and accrediting agencies for mental health services and recommends revisions according to changing legislation.
8. Coordinates and confers with state and local agencies in establishing new programs and in the expansion of existing programs.
9. Directs the coordination of substance use programs and services with other community medical, psychiatric, rehabilitative, judicial, corrective, and social agencies.
10. Authorizes the purchase of high needs/high cost specific services and evaluates contract agency performance.
11. Oversees the administrative activities for the County mental health center and works with the hospital administrator with regard to the administration of clinical activities.
12. Selects, assigns, evaluates, supervises, trains and handles personnel problems of subordinate staff.
13. Serves as a consultant to the department staff, contract agencies, and the community to interpret and explain mental health services programs and substance use programs.
14. Contributes in the preparation of the annual budget and the maintenance of statistical, financial, or control records relating to program objectives; reviews budgets of contract agencies.
15. Makes presentations, recommendations, and reports to the County Board and County Board Committees.
16. Assists in planning activities related to Business Continuity, Emergency Government, and Emergency Preparedness, and assumes a leadership role upon plan activation.
17. Establishes and maintains effective working relationships with staff, contracted agencies, public officials, community agencies, professionals, and the general public.
18. Ensures adherence and compliance to the policies and procedures of the federal Health Insurance Portability and Accountability Act (HIPAA) of 1996 in regards to protected health information.
19. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of the principles, practices, methods, techniques, and treatment modalities used in the field of mental health and substance use services.
2. Thorough knowledge of the standards of care and service in the field of mental health, substance use, and psychosocial rehabilitation, subject to various federal, state, and local laws, regulations and accrediting agencies.
3. Thorough knowledge of the procedures and practices involved in the development and evaluation of inpatient and outpatient clinical programs.
4. Thorough knowledge of evidence based practices associated with mental health and substance use services and recovery oriented systems of care.
5. Thorough knowledge of Wisconsin administrative codes and statutes that direct the provision of mental health and substance use services.
6. Thorough knowledge of the Medicaid, Medicare, private insurance and self-pay standards that impact clinical service delivery and reimbursement.
7. Comprehensive knowledge of State and Federal confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
8. Comprehensive knowledge of the administrative and managerial theories, practices, and techniques as they relate to the direction of mental health and substance use programs.
9. Considerable knowledge of Emergency Government and Incident Command Structures and protocols, including First Responder Roles and Responsibilities.
10. Considerable knowledge of rate-setting principles, reconciliation processes and third-party reimbursement systems.
11. Working knowledge of computerized department program software, internet access, and database, spreadsheet and word processing programs.
12. Ability to utilize electronic health record, word processing, database and spreadsheet programs.
13. Ability to plan, organize, evaluate, and coordinate mental health services and substance use programs.
14. Ability to apply new developments in the field of mental health and substance use disorders to inpatient and outpatient services.
15. Ability to interpret mental illness and substance use, and its diagnosis and treatment to clients, families, court and law enforcement personnel, and community agencies.
16. Ability to plan, supervise, and evaluate the work of a subordinate staff.
17. Ability to establish and maintain effective working relationships with staff, contracted agencies, public officials, community agencies, professionals, and the general public.
18. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
19. Ability to communicate effectively, both orally and in writing.

Training and Experience

1. Master's degree in sociology, social work, psychology, or a closely related field.
2. Five (5) years progressively responsible work experience dealing with clients, families, and community agencies in mental health programs, in a mental health clinic, hospital, or institution specializing in mental health services programs, three years of which were in a supervisory capacity.
3. Current licensure as a mental health professional in the State of Wisconsin at a minimum level of: Licensed Clinical Social Worker, Licensed Professional Counselor or Licensed Marriage and Family Therapist.
4. Valid Driver's License.