



<b>Job Title:</b>	Chief Clinical Director
<b>Department:</b>	Clinical
<b>Reports To:</b>	CEO
<b>Employment Status:</b>	Full-time
<b>FSLA Status:</b>	Exempt
<b>Work Location:</b>	HopeWay – inclusive of Foundation, Wellness, & Veterans House; HopeWay at Oakhurst Commons; HopeWay Psychiatry & Associates
<b>Remote Work:</b>	Not Applicable
<b>Schedule:</b>	Monday – Friday – 40 hours per week Weekends as needed
<b>Effective Date:</b>	Monday, January 15, 2024

### **POSITION SUMMARY**

This role will lead a variety of responsibilities throughout HopeWay’s mental health Programs. The role of a Clinical Director is to manage the day-to-day operations of HopeWay’s Mental health Programs. The Clinic Director is responsible for ensuring that high quality patient care is given while performing at an economical and efficient pace. The Clinic Director monitors patient volumes, quality of care, and performance of staff to identify areas for improvement. The Clinic 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 Clinic Director also manages the team and any direct reports in the day-to day performance of their jobs.

### **PRIMARY 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 clinic 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.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

THE ESSENTIAL FUNCTIONS INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:



- ENSURES PRACTICE IS OPERATING EFFICIENTLY THROUGH THE PLANNING, COORDINATING AND IMPLEMENTING OF GOALS, OBJECTIVES, PROCEDURES AND SYSTEMS INCLUSIVE OF FRONT-END DUTIES SUCH AS SCHEDULING AND REGISTRATION, CLINICAL FUNCTIONS SUCH AS DIRECT CARE AND BACK END PROCESSES SUCH AS MEDICAL RECORD MANAGEMENT, CHARGE ENTRY, BILLING AND RECONCILIATION PROCESSES.
- ENSURES THAT RESOURCES INCLUDING EQUIPMENT AND SUPPLIES ARE PRESENT AND IN EXCELLENT WORKING CONDITION.
- MAINTAINS A SAFE AND EFFECTIVE WORKING ENVIRONMENT FOR ALL STAFF AND PROVIDERS.
- RESPONSIBLE FOR DEVELOPING AND ENFORCING TEAM MEMBER WORK ASSIGNMENTS AND MAINTAINING MASTER WORK SCHEDULE.
- MAINTAINS CLINIC SCHEDULE (BOTH PROVIDER CLINIC SCHEDULES AND STAFF SCHEDULES) – ASSURING CLINIC IS STAFFED AT THE APPROPRIATE LEVEL(S).
- PROMOTES A WORK ENVIRONMENT CONDUCIVE TO HIGH LEVELS OF TEAM MEMBER SATISFACTION BY BEING RESPONSIVE TO TEAM MEMBER CONCERNS OR IDEAS, PROVIDES COACHING AND SUPPORT, ADDRESSES ISSUES IN A TIMELY MANNER, AND COMMUNICATES BOTH INFORMALLY AND FORMALLY THROUGH SCHEDULED MONTHLY TEAM MEETINGS.
- POSSESS FAMILIARITY WITH EPIC/EMR AND SALESFORCE/RECORDS.
- ADDRESSES FACILITY ISSUES THROUGH COORDINATION OF OPERATIONS AND WORK ORDERS AND REPAIRS AS NEEDED.
- TAKES PRIDE IN PROVIDING EXCELLENT CUSTOMER SERVICE.
- PROMOTES TEAM BUILDING, TRUST, AND RESPECT IN EVERY ASPECT OF THE ORGANIZATION.
- ENSURES A CARING, THERAPEUTIC ENVIRONMENT FOR CLIENTS AND STAFF.
- WORKS WITH TEAM TO ENSURE COMPLIANCE WITH ALL HEALTH CARE REGULATIONS, INCLUDING TJC, STATE, FEDERAL, HIPAA AND OSHA REQUIREMENTS.
- MAINTAINS PATIENT CONFIDENCE AND PROTECTS OPERATIONS BY MONITORING CONFIDENTIAL INFORMATION.
- MAINTAINS SUPPLIES INVENTORY BY ANALYZING USAGE REPORTS, IDENTIFYING TRENDS, ANTICIPATING NEEDS, AND APPROVING REQUISITIONS WHILE MAINTAINING BUDGETS.
- ENSURE STRONG RELATIONSHIP BETWEEN TEAMS BY EXCELLENT COMMUNICATION STANDARDS.

#### **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 and medical equipment/devices. Must be able to move about from work area to work area and position self to accomplish tasks. Choose an item. Choose an item.
- **Work Environment:** Must be able to perform complex tasks requiring independent knowledge and its application to non-routine situations. Must be able to respond quickly to changes in client and unit conditions. Choose an item. Choose an item.

### **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:** \_\_\_\_\_