

## **JOB DESCRIPTION-SUPERVISOR OF OUT PATIENT SERVICES**

JOB TITLE: PROGRAM DIRECTOR

STATUS: EXEMPT

DEPARTMENT: CLINICAL

REVIEWED: 09/2018

REPORTS TO: CHIEF OPERATING OFFICER

REVISED: 09/18

**POSITION SUMMARY:** The Program Director is responsible for supervision of House of Hope OP counselors. This includes maintenance of patient records and the general well-being of patients for the House of Hope OP program. Implementation of program curriculum and program credentialing also falls to the Supervisor of Out Patient Services as well as the security of all open and closed clinical charts. The program director is responsible for supervision of Stepping Stones residential counselors.

### **ESSENTIAL JOB FUNCTIONS:**

- ✓ Responsible to ensure all therapeutic and program components adhere to regulatory guidelines (42CFR, 45CFR, Chapter 397 FS, Chapter 394 FS, Chapter 916 FS, etc), maintaining license standards (65D-30, 65E-14, etc), contract specifications (DOC, DCF, etc), Medicaid and accreditation (CARF) compliance.
- ✓ Responsible for obtaining and maintain Out Patient licensure and accreditation
- ✓ Responsible for credential with private insurance carries and state insurance carriers.
- ✓ Responsible to review counselor resumes, interview and consult COO for decision to hire.
- ✓ Responsible for weekly review of all clinical charts at their program location to ensure content adheres to above listed guidelines, standards, specifications, etc.
- ✓ Responsible for participating in all clinical aspects of monitoring, certification and accreditation meetings.
- ✓ Responsible for new clinical staff orientation and training, including monitoring work for accuracy during introductory period.
- ✓ Responsible for the management of program staff, including their scheduling and monitoring of leave and attendance.
- ✓ Responsible to ensure that persons served are seen by Counselors within 24 hours of admission.
- ✓ Facilitate weekly clinical staff meeting, providing agenda, attendance and meeting minutes.
- ✓ Responsible for CQI activities and outcome measures of respective programs.
- ✓ Facilitate weekly clinical staff meeting, providing agenda, attendance and meeting minutes.
- ✓ Rotate weekly 24/7 on-call responsibility with assigned staff.
- ✓ Weekly group Clinical Supervision with program counselors; monthly individual Clinical Supervision with program counselors.
- ✓ Responsible for caseload due to overflow of clients when counselors are at their maximum ratio.
- ✓ Attend monthly meetings with Chief Operating Officer
- ✓ Actively participate in Performance Improvement Committee Activities.
- ✓ Other responsibilities as may be assigned by COO.

**EDUCATION:** Master's Degree with CAP or MCAP

**EXPERIENCE:** Five years in addiction or mental health treatment and supervisory experience.

**SKILLS:** Computer literate, good communication skills, leadership skills plus administrative skills.

**PERSONAL RELATION SKILLS:** Must be able to take constructive supervision. Must be able to work with a diverse population of people served and staff. Must be a leader as well as a team player.

**MISCELLANEOUS:** Must be able to work within a flexible schedule as determined by the COO.

**SUPERVISORY RESPONSIBILITIES:** Counselors, Support Services Supervisor

**EQUIPMENT TO BE USED:** Computers, fax, telephones, copiers, and cell phone

**TYPICAL PHYSICAL DEMANDS:** May require working beyond 40 hours. Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects, Long periods of standing, walking up & down stairs, walking inside & outside of buildings,

**TYPICAL MENTAL DEMANDS:** Must be organized, be able to think analytically, must be able to understand and calculate budgets. Strong organizational and time management skills.

**WORKING CONDITIONS:** Typical office setting

THIS DESCRIPTION COVERS THE SIGNIFICANT ESSENTIAL FUNCTIONS BUT DOES NOT EXCLUDE OTHER RESPONSIBILITIES AND ACCOUNTABILITIES, WHICH WOULD BE IN CONFORMITY WITH THE MAJOR PURPOSE OF THIS JOB. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT.

I HAVE READ THE JOB DESCRIPTION AND MY SIGNATURE ATTESTS TO MY ABILITY TO EFFECTIVELY AND EFFICIENTLY PERFORM THE ESSENTIAL FUNCTIONS OF THIS POSITION.

---

Signature

---

Date