



JOB NOTICE

Date Posted: July 12, 2017

Closing Date: July 24, 2017 or until filled

APPLICATION PROCEDURES: Submit letters of intent and resume to Human Resource Dept. or via INDEED, Box-Clinical Ex., Compass Family and Community Services, 535 Marmion Avenue, Youngstown, Ohio 44502.

Program: Administration

Title: Clinical Excellence Officer

Salary \$: Full Time with competitive salary and comprehensive benefit package.

CLINICAL DUTIES:

- Provides support and clinical direction to staff
- Identifies clinical training needs and directs implementation
- Responsible for clinical outcome measurements and clinical aspects of performance improvement
- Oversees clinical documentation and documentation review processes
- Oversees the clinical supervision process
- Coordinates and collaborates with the Agency Medical Director to ensure the use of best medical practices throughout the Agency

ADMINISTRATIVE DUTIES:

- Provides clinical leadership, feedback, and direction in Agency staff meetings.
- Responsible for clinical aspects of Commission on Accreditation of Rehabilitation Facilities (CARF) and Ohio Department of Mental Health and Addiction Services (OhioMHAS) compliance:
 - Serves as the coordinator and works in conjunction with the Program Managers and Directors to ensure that Agency policies and procedures conform to accreditation, certification, and licensing standards.
 - Conducts internal audits of clinical documentation and processes, summarizes audit results, and coordinates corrective actions.
 - Helps Agency prepare for external audits and coordinates corrective actions related to clinical findings.
- Provides support, direction, and training regarding clinical aspects of the electronic health records system.
- Serves as liaison and coordinator of outcomes for Agency goals and objectives:
 - Assists Chief Operating Officer in monitoring programmatic activities for efficiency and service delivery quality and effectiveness.
 - Helps organize data on clients and services necessary to evaluate Agency programming.
 - Helps prepare and analyze weekly, monthly, quarterly, and annual statistical reports with narrative summaries as required.
 - Helps prepare Agency Service Plan, annual Agency reports, and annual service evaluation summaries.
 - Co-chairs the Agency Program Improvement Committee and the COMPASS Board Program and Services Committee with the Chief Operating Officer.
 - Assists with clinical recruiting and university outreach.

SUPERVISORY DUTIES:

- Provides coaching and performance feedback regarding clinical and programmatic aspects of job performance for clinical staff.
- Oversees the clinical supervisory review process.
- Provides clinical supervision to clinical staff for purposes of higher licensure.
- Helps oversee clinical internships.

DIRECT SERVICE DUTIES:

- Provides minimal direct services, mainly in a back-up or overflow capacity.

COMMITMENT TO HIGH QUALITY OF CARE:

- Introduces and implements new ideas for improving the quality of care.
- Is attentive and responsive to feedback from persons served, significant others, and community providers/members.
- Shares skills and expertise with other agency staff, via coaching, sharing of information such as group topics, trainings, workshops, and other methods as applicable.
- Advances own level of skill and competency through participation in continuing education opportunities.

QUALIFICATIONS:

Education/Experience: Master's Degree in counseling, social work, or related field. LISW, LISW-S, LPCC, or LPCC-S is required. LICDC is preferred. At least three years of behavioral health management experience is required. Experience in providing and/or overseeing both mental health and substance use disorder services is preferred. Experience in both outpatient and residential behavioral health services is preferred. Expertise in dual diagnoses, counseling/case management, and/or community resource linkages. Experience understanding and implementing various evidence-based models and theories pertaining to psycho-education, motivational interviewing, serious mental illness and recovery. Ability to work effectively in collaboration with in the community and with diverse client populations. Experience with CARF and OhioMHAS standards and related compliance activities. Familiarity with outcome measurement and performance improvement activities. Working knowledge of electronic health records systems. Must be able to provide coverage and to respond to emergencies on an on-call basis.

Miscellaneous requirements: Criminal background check; Pre-employment drug screen; Clear driving record; First Aid/CPR certification, TB test.

Physical Demands: Periodic walking and standing during the day. May involve physical intervention with clients experiencing crisis situations. Potential exposure to blood borne pathogens.

Personal: Strong social, communication and written skills. Must have the ability to develop rapport and be perceived by clients and staff as approachable. Ability to multi-task; while maintaining accuracy and organization.

Exempt: Not eligible for over time

AN EQUAL OPPORTUNITY EMPLOYER - SERVICE PROVIDED
THROUGH AFFIRMATIVE ACTION
EOE-M/F/H including persons with disabilities and veterans