

HELPING OTHER PEOPLE'S ENRICHMENT, INC. "HOPE"

TITLE: Clinical Supervisor

IMMEDIATE SUPERVISOR: Clinical Manager

CLASS SUMMARY:

Provides clinical supervision of case managers, mentors and case aids. Involved with planning foster parent in-service training, placement services (assist with home studies), and supervising mentor services for moderately to severely emotionally disturbed minor children in therapeutic foster care. Directly supervises up to five employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

DISTINGUISHING ELEMENTS OF THE CLASS:

- I. **IMPACT:** The incumbent provides clinical supervision of case workers and mentors who are responsible for family and individual counseling in client's homes. Therefore, work has a critical impact on overall treatment success. Immediate health, welfare and developmental progress of the child are directly affected by the counseling and treatment activities of the incumbent and his/her subordinates. Crisis situations resolved or managed by the incumbent have potential consequences of personal harm to clients and other staff. Incumbent's work also has an impact on the agency's risk of legal liability. Interactions with clients and therapeutic foster parents directly affect the agency's reputation and prestige.
- II. **LATITUDE:** Day-to-day work is performed independently with regular consultation, supervision and frequent follow-up from the Clinical Manager. Work is guided by comprehensive service plan, COA standards, Licensing Standards, program policies, HIPAA federal regulations, and guidelines and instructions.
- III. **RESPONSIBILITY FOR THE WORK OF OTHERS:** Supervision of clinical and in-home staff, including Case Workers, Case Worker Trainees, and Mentors.
- IV. **INTERPERSONAL CONTACTS:** Continuous contact with clients, families, therapeutic foster families and other staff in planning and providing client services. Regular contact with staff (such as social workers, psychiatrists, juvenile court officials and police, teachers and healthcare workers) of other service agencies providing additional services to clients.
- V. **DIFFICULTY:** Supervision of clinical and in-home staff, as well as appropriately relating to a variety of client personality types requires use of judgement and discretion. The incumbent is responsible for concurrent management of multiple cases of varying need and stability. Emergency situations resulting from client medical or behavioral problems involve timely and responsible decision-making. Incumbent must deal with a variety of other human service officials complicating service plan delivery.
- VI. **COMMUNICATIONS:** Counseling duties require careful and client-sensitive communications, such as reports, service plans, business communications, client progress notes, proposals for client admissions, etc. Supervision duties require daily communication with clinical and in-home staff.

VII. **EQUIPMENT/FACILITIES RESPONSIBILITY:** Incumbent needs be computer proficient and frequently operates an automobile.

VIII. **WORKING CONDITIONS** 40 hours per week is expected with a flexible time schedule that will be required to accommodate evening and/or weekend appointments. Work frequently involves traveling and visitation to client homes of varying sanitary and health (emotional and physical) conditions located in problem neighborhoods. Work may also take incumbent to homeless shelters, jails, and out-of-town locations. The incumbent is exposed to hostile and/or aggressive client behaviors presenting a personal risk of bodily harm. Incumbent is expected to respond during off hours to calls for assistance from clinical and in-home staff for whom incumbent has primary responsibility. Therapeutic Foster Care and Case Management are non-traditional jobs and require non-traditional work schedules.

The organization is committed to being flexible to the personal circumstances and preferences of their job duties. Telecommuting schedules must be arranged with and approved by the employee's immediate supervisor. Any employee working from home is asked to schedule their day according to regular working hours in order to be accessible to fellow workers and company clients. This includes checking in with the office regularly and keeping the supervisor informed of your working hours and location as well the status on assignments and projects. Employees are required to be present for all departmental meetings.

IX. **KNOWLEDGES, SKILLS AND ABILITIES:**

- Good knowledge of clinical supervision techniques
- Good knowledge of employment law and practices
- Good knowledge of Department of Social Services Licensing Standards and Department of Mental Health, Mental Retardation and Substance Abuse Services.
- Good knowledge of DMAS Reimbursement Standards
- Good Knowledge of family System theories, family therapy theories, blended families and kinship models
- Demonstrates ability to work within a case management team approach in providing services
- Good knowledge of family life counseling and crisis intervention
- Good knowledge of community services relevant to the client population
- Good knowledge of children and adolescent development theory
- Good knowledge of the symptomatic behaviors and other manifestations of the various emotional disorders presented by the client population
- Good knowledge of behavioral modification theory and implementation of behavioral interventions in the foster home to redirect behaviors
- Good knowledge of psychotropic medications in the treatment of childhood/adolescent mental health diagnosis
- Good knowledge of the common treatment practices relevant to the client population.
- Demonstrated skill in working with problem children
- Very good oral and written communication skills
- Demonstrate good computer skills
- Ability to establish and maintain effective relationships with clients and staff

FORMAL TRAINING AND WORK EXPERIENCE EXEMPLIFYING KSA'S:

Master's Degree in social work, counseling or related field from an accredited college of university plus five years of experience in providing casework services to children and their families preferred, or a Bachelor's Degree in social work, counseling or related field from an accredited college of university plus ten years experience in providing casework services to children and their families. . Experience with residential and/or psychiatric settings preferred.

XI. LICENSURE:

- Preferred Licensed Clinician
- Valid state driver's license
- Cardiopulmonary Resuscitation (CPR) training certification (within 30 days of employment)
- Standard First Aid Training certification (within 30 days of employment)

XII. PRINCIPLE DUTIES AND RESPONSIBILITIES OF CLASS (ILLUSTRATIVE ONLY):

- Provides training and supervision to clinical staff, in-home staff, mentors and case aids. Trains new employees in areas such as agency policy, department procedures, and agency or government regulations
- Provide regular support and guidance to the case manager weekly.
- Ultimate clinical responsibility for the development of comprehensive treatment plan and on-going supervision of that plan
- Oversee and support the case manger as leader of the treatment team.
- Involved in planning and assist when necessary in the training staff and therapeutic foster parents
- Participate in development and implementation of training materials for on going training of foster parents and children
- Oversees certifying of therapeutic foster parents/facilities (by completing home studies when needed)
- Oversees in-home, short-term counseling and guidance to clients and therapeutic foster parents
- Oversees all necessary documentation Reviews case records and evaluates performance of staff members and recommends indicated action
- Oversees implementation of individual service plans, client counseling and therapeutic foster families counseling
- Oversee and respond to after hours on-call needs of foster families and foster children
- Oversees crisis intervention services to client and therapeutic foster families
- Interfaces with other human service officials engaged in providing services to client (therapists, teachers, juvenile officials, doctors, etc.)
- Participates in developing and implementing agency administrative policy
- Oversees maintenance of client records, reports and evaluations
- Coordinates staffing of In-Home cases in insure coverage of contracted services.
- Oversees accurate monthly reporting of In-Home billable hours by staff
- Carries a caseload as supervisor duties allow
- Performs related work and collateral duties as required

Signature (Clinical Supervisor)

Date

Signature (Clinical Manager)

Date

