

PORTAGE COUNTY
Job & Family Services

TITLE: Clinical Services Manager

DIVISION: Children Services

WORKING HOURS: Flexibility to work day or evening hours as needed and coordinated by the JFS Director in collaboration with the Group Home Program Manager.

JOB OBJECTIVES: Under the direct supervision of the JFS Director, the clinical manager will be responsible for ensuring all children residing in the agency's group home are connected to and receiving the appropriate clinical services. The Clinical Services Manager will also be available to consult with Children Services Managers on clinical needs and services relevant to any children working with the Children Services Division. The Clinical Services Manager will work in partnership with the Program Manager of the Group Home to provide excellent wrap around services and supports for the children residing in the home. This person will also be responsible for the monitoring of behavioral health related COA and ODMHAS standards, licensing and certification compliance.

ESSENTIAL JOB FUNCTIONS:

- Oversee clinical services for all children in the agency's group home. This includes review of all clinical treatment modalities and will have direct involvement on treatment decisions relevant to children with mental health diagnosis, attending therapeutic services and/or taking medication.
- Will be responsible for coordinating and transporting youth to all medical and therapeutic appointments.
- Will collaborate with the child's Care Coordinator through the assigned Managed Care Plan.
- Will collaborate with community mental health service providers.
- Support the goals of each child as established in the Child Service Plan.
- Participate in all schedule Family Team Meetings and meetings with the youth's assigned social worker
- May monitor court-ordered supervised visits between child and family members.
- Ensure the documentation and recording of daily behavior and activities of residents, including sleep logs, critical incident reports, police reports, medical files, visitation sheets, and other required reports, logs or communications.
- Identify, develop and may provide therapeutic opportunities and interventions to address treatment needs of residents.
- Develop and maintain positive relations with community partners including Family Court.
- Represent JFS at monthly ICAT meetings.
- Know and meet ODJFS Rule Requirements.
- Keep current in areas of responsibility by attending skill development conferences, seminars, or State-sponsored programs related to Federal, State laws, rules, and regulations.
- Testify in court proceedings and/or prepare and file court-required child welfare documents, as required.
- May provide training and service coordination to JFS employees and community partners.
- Monitor and assure the group home is behavioral health specific and compliant with all state regulations, licensing requirements and COA/ODMHAS standards.
- Must be able to maintain a flexible work schedule.

- Demonstrate regular and predictable attendance.
- Operate a motor vehicle as needed to perform the essential functions.
- Other duties as assigned.

NON-ESSENTIAL JOB FUNCTIONS:

- May assist in training new employees.
- Perform other related Essential and Non-Essential functions as needed.
- May organize or participate in child/elder workshops.
- Make speeches to general public and social services agencies.

I. JOB REQUIREMENTS

Systems: Ability to operate computers for data input and retrieval; proficiency in Microsoft Windows, Microsoft Office and web browsers (Internet Explorer and Google Chrome), knowledge of CRIS-E, OIES, SACWIS, ODAPS, OWCMS, SETS, CFIS, MUNIS, MITS, BUY-IN, eGateway, eQuil, CCIDS, OCLQS, Time Force, Agency's Digital Imaging systems and other systems as required by program area responsibility.

Equipment: Incumbent operates equipment such as, but not limited to, the following: personal computer, printer, calculator, multi-functional copier, fax machine, shredder, cell phone, camera and children's car seats.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies in the position.

- Adherence to Agency Policies – Adhere to the rules of the agency (i.e. take breaks/lunches when scheduled, clock in/out appropriately, conform to dress code policy).
- Attendance & Punctuality – Is consistently at work and on time; Arrive at meetings and appointments on time.
- Attitude & Demeanor – Exhibit a positive and supportive attitude, open and receptive to constructive feedback and direction, exhibit patience and able to control and regulate emotions.
- Communication Skills – Communicate clearly and informatively using multiple methods and forms of media. Present numerical data effectively.
- Customer Service – Manage difficult or emotional customer situations. Respond promptly and effectively to customer needs. Solicit customer feedback to improve service.
- Ethics – Treat people with respect. Keep commitments. Maintain confidentiality. Uphold organizational values. Work with integrity and maintain high standards of integrity.
- Independent Decision Making – Make correct decisions and stand behind decisions.
- Initiative – Volunteer readily. Undertake self-development activities. Seek increased responsibilities. Take independent actions and calculated risks. Look for and take advantage of opportunities. Ask for and offer help when needed.
- Interpersonal Skills – Focus on solving conflict, not blaming. Listen to others without interrupting. Keep emotions under control and use reason when dealing with emotional topics. Remain open to others' ideas and try new things.
- Professionalism – Approach others in a tactful manner. React well under pressure. Treat others with respect and consideration regardless of their status or position. Accept responsibility for own actions.

Follow through on commitments; exercise common sense and good judgment about his/her appearance.

- Teamwork – Balance team and individual responsibilities to help accomplish work goals. Exhibit objectivity and openness to others' views. Give and welcome feedback. Contribute to building a positive team spirit. Put success of team above own interests. Able to build morale and group commitments to goals and objectives. Support everyone's efforts to succeed.
- Time Management – Demonstrate the ability to prioritize assignments & effectively schedule time. Complete assignments on time, generate work in an allotted time, and complete work in an accurate and thorough manner.

Job Standards: A Master's Degree from an accredited college in Social Work or another appropriate human services field and experience working in a clinical capacity with youth in either a counseling agency and/or a residential treatment setting ; or any combination of training, education, and experience which provides the desired knowledge, skills, and abilities to perform the essential functions of the position.

II. DIFFICULTY OF WORK

Work consists of varied, non-standardized tasks requiring the knowledge of established policies, rules, procedures, and laws.

III. RESPONSIBILITY

Supervisor provides general guidance allowing for the planning of procedures and methods to attain objectives. Errors in work may cause inaccuracies in reports or records resulting in affecting the work of others and affecting the safety and protection of children and elderly.

IV. PERSONAL WORK RELATIONSHIPS

Incumbent has contacts with co-workers, other County employees, general public, law enforcement, court authorities, community agencies and schools. The purpose of these contacts is to coordinate departmental efforts and with other County departments and outside entities to help provide a safe environment and protective services for children and the elderly.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT

Physical

Requirements: Incumbent performs active work that may require lifting up to fifty (50) pounds occasionally. Ability to operate a motor vehicle.

Physical Activity: Incumbent performs the following physical activities: walking, standing, kneeling, crawling, bending, twisting, reaching above shoulders, reaching below knees, talking, hearing, driving and repetitive motions.

Visual Activity: Incumbent performs work where the seeing job is close to the eyes and far away. Peripheral and depth perception are also necessary; Ability to drive at night.

Job Location: Incumbent primarily works in an office environment with no exposure to adverse environmental conditions but frequently travels to locations with possible adverse environmental conditions.