*Under the Director of Behavioral Health Services, the Clinical Manager ensures clinically appropriate treatment and quality care is provided to clients in accordance with the agency policies and procedures.  The Clinical Manager supervises staff working in assigned behavioral health programs. The Clinical Manager acts as the Clinical Coordinator for programs requiring such. The Clinical Manager promotes recovery through integrated care, by leading and facilitating collaboration with agency psychiatrists, nurses, therapists, case managers as well as with external providers.*

**Duties and Responsiblities:**

* Plans and facilitates team meetings with behavioral health and primary care teams to promote collaboration in providing quality of care as well as provide opportunities for ongoing education and training.
* Assists in establishing and monitoring process and outcome measures for assigned services.
* Oversees and may provide individual as well as group psychotherapy.
* Ensures agency standards for quality and quantity of services for patients with co-occurring needs.
* May complete substance use and mental health screens and comprehensive evaluations, developing clinically appropriate, person-centered treatment plans, and documents services within a behavioral health clinic setting within 24 hours of the encounter.
* Provides ongoing supervision and coaching to assigned staff.
* Assists with supervising medical records management assuring maintenance of the medical record in compliance with agency policies, Medicaid, and other third- party payment requirements; trains staff on medical record requirements.
* Regularly reviews client assessments, recovery plans, and progress notes written by supervisees.
* Follows treatment and services guidelines established by Wisconsin Medicaid, Medicare, regional HMOs, private insurance companies and any other sources of reimbursement for behavioral health services.
* Provides on-call services when scheduled, provides patient care for clinicians in their absence and offers crisis intervention when, necessary.
* Assures implementation of assigned grant programs and completes required reporting.
* Maintains professional competency through continued education.
* Provides clinical supervision/oversight of all assigned programs.

**Marginal Duties and Responsibilities:**

* Assists Behavioral Health Director in strategic planning activities for the Division.
* Establishes and strives to meet annual program performance measures in collaboration with Department staff.
* Other duties as assigned.

**Supervisory Responsibilities:**

Supervises assigned staff:

* Interviews and makes staffing recommendations
* Creates and manages work schedules
* Provides work direction and reviews work for accuracy
* Provides program supervision, clinical supervision and case consultation to staff
* Develops and facilitates staff training; assures staff meet licensing, credentialing and training requirements
* Guides staff through changes in laws, processes, services or programs
* Provides guidance to staff for legal processes and court appearances
* Responds to grievances or special issues; and
* Conducts regular coaching sessions with staff and annual performance reviews

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

* This position requires a Master’s Degree in a behavioral health professional discipline/area of practice (such as but not limited to clinical psychology, behavioral science, counseling, social work) and a license to practice in the state of Wisconsin.  Licensed Clinical Social Worker (LCSW)/Licensed Professional Counselor (LPC) or Licensed Psychologist and dual credentials, is required (Substance Abuse Counselor (SAC) or Clinical Substance Abuse Counselor (CSAC)) if not current licensed as SAC/CSAC, must be obtain within 6 months .
* Knowledge of state and federal regulatory standards and professional practice standards pertaining to client treatment, patient rights and client/patient confidentiality.
* Minimum (5) years' experience in outpatient psych and/or Addiction Medicine clinical services or related clinical experience, including minimum two (2) years of experience in program management/evaluation.
* Experience using an Electronic Health Records (EHR).

**Competency Requirements:**

* *Integrity/Honesty -*Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.
* *Customer Service and Community Relations*- Anticipates and strives to meet the needs of both internal and external stakeholders (employees, contracted staff, community partners, county residents, families, and other internal and external clientele). Delivers high-quality services; is committed to continuous improvement.  Communicates/Interacts with members of the public and other key stakeholders in a way that elicits positive response and participation, which on occasion, may include interaction either one-on-one or with several stakeholders at one time to present information and/or represent the facility’s interests.
* *Accountability*– Assumes responsibility for successfully accomplishing work objectives and delivering results; setting high standards of performance for self and others
* *Judgment and Decision Making -*Accurately assesses situations, seeks new information if necessary, and applies all available information to reach sound conclusions/formulate effective response.
* *Job Knowledge -*Understands facets of job including principles of behavioral health agency clinical practices and techniques; aware of duties and responsibilities, keeps job knowledge current including knowledge of community needs, resources and organization related to behavioral health services.
* *Fiscal Background –*General knowledge and understanding of the principles and practices of health care reimbursement and government regulation for behavioral health services.
* *Facilitation –*Effective in leading group processes, problem solving situations and community meetings
* *Partnering/Networking –* Demonstrates ability to engage and maintain key stakeholders and the public in necessary partnerships to potentiate reach of the agency as well as improve service delivery
* *Organizational Communications -*Demonstrates the county and agency’s mission and goals through collaboration with key stakeholders and community input and involvement.
* *Strategic/Analytical -*Establishes and achieves measurable outcomes through the use of strategic planning and utilization of technology.
* *Team Builder -*Inspires confidence and builds support internally and externally with partners and colleagues.
* *Leadership -*Manages various groups and personnel through sound leadership principles; advising and coaching subordinates, facilitation of goal accomplishment, career planning, and evaluating performance to ensure success.

**Minimum Skills Assessment Requirements:**Skills and abilities may be evaluated through various assessment tools.

**Certificates/Licenses/Registrations:**Possession of a current valid driver’s license or has access to a regular source of transportation, as occasionally required to travel for educational opportunities, off-campus meetings and participation in regional and statewide health   and human services related advisory committees, workgroups and projects  (may require out-of-state and overnight travel).  Additional requirements noted under the ‘*Education/Experience’* section of this position description.

**Additional Information:**

**Work Environment and Physical Demands:**Work is sedentary in nature performed within the Government Center or satellite offices/other campus locations. Lifting requirement is 15 - 20 pounds on an occasional basis. Wrist and finger manipulation due to filing, compiling, calculating, or computer work. Equipment used may include, but is not limited to: computer, scanner, printer, keyboard, calculator, telephone, copy and fax machine. Additional physical/mental requirements that occur may not be listed above, but are inherent in performing the position's essential functions.