

DEPARTMENT: MENTAL HEALTH
CLASSIFICATION: COMPETITIVE
APPROVED: JANUARY 21, 2016

BEHAVIORAL HEALTH CLINICAL SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This is professional and administrative work that provides clinical supervision and oversees training and quality assurance functions for assigned clinics in the Department of Mental Health. This position maintains an assigned caseload to provide social work services, provides clinical supervision to assigned staff, engages in quality assurance activities, and assists with the daily operational management of the assigned program, in conjunction with the program's Supervising Social Worker. All duties are performed in accordance with program and regulatory requirements. The incumbent is responsible for ensuring that the program or site is staffed with the appropriately trained clinical personnel to meet quality, regulatory, and performance expectations. Incumbents are designated as program or site clinical coordinators and work under the general supervision of higher-level administrative staff, and with direction and coordination of the program supervisor. Incumbents are allowed wide leeway for the exercise of independent action and programming in clinical aspects in accordance with established policies and procedures. General clinical supervision is exercised over assigned subordinates, with administrative supervision occurring in conjunction with the program supervisor. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Provides clinical supervision to masters level therapists, including mental hygiene practitioners and staff social workers, through regular individual supervision, group supervision, and as part of clinic staff meetings and case-specific consultation. Areas of supervision include, but are not limited to, assessment; development and implementation of treatment plans; individual, collateral, and group counseling; crisis intervention; patient/client advocacy; and other associated areas;
2. Assists in ensuring that program policies, procedures, and patient records comply with department expectations and state and federal regulations and laws;
3. Establishes clinical standards and manages quality compliance in assigned programs;
4. Ensures that clinical interventions treat the comprehensive, holistic needs of individual clients and support the integration of mental health, substance abuse, and physical health care;
5. Assists in monitoring productivity standards, caseloads, medical necessity, treatment interventions, treatment outcome measures and client risk assessment of all assigned personnel;
6. Prepares for and responds to state, federal, and other regulatory audit and certification reviews, in conjunction with the program supervisor;
7. Maintains, collects and analyzes a broad range of programmatic and outcome data and synthesizes information into formal reports for presentation to administration, as well as to managed care organizations, provider networks, and other networks/funders if contractually required;
8. Utilizes programmatic and outcome data, in conjunction with the program supervisor and administration, for the purpose of individual practitioner and program level continuous quality improvement;
9. Provides and/or coordinates the provision of in-service and other training opportunities to ensure staff maintain up-to-date knowledge of current treatment techniques, evidence-based practices, and knowledge of community resources;
10. Ensures the acquisition and continued renewal of professional licensures required by staff to continue successful operations of the agency;
11. Participates in crisis on-call rotation and community based evaluation, advocacy, and crisis intervention;

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12. Assists the program supervisor with personnel management duties including recruiting, interviewing, making hiring recommendations, completing performance evaluations, and addressing disciplinary issues as they relate to clinical performance issues;
13. Provides input into internal program long-range planning toward the development of better mental health programming and integrated/coordinated care;
14. Provides direct social work services to assigned caseload, including participating in intake and screening of new clients, evaluating and providing a diagnostic impression, providing individual and group therapy, coordinating with family and collaterals, and other services as required by the needs of the client;
15. Participates in Incident Management and Incident Review as assigned, including overseeing internal reporting and follow-up;
16. Assigns work to subordinates in regards to clinical aspects and/or, in conjunction with the program supervisor;
17. Provides coverage of administrative duties in the absence of the program supervisor.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Comprehensive knowledge of the principles, methods, procedures and practices of psychiatric social work, of the functioning and management of community mental health programs and facilities and the scope of services rendered, and of community resources and how to use them effectively with others; comprehensive knowledge of all state regulations governing community mental health programs; ability to organize, direct and coordinate mental hygiene programs; ability to clinically supervise, manage and coordinate the work of others; ability to establish clinical standards and manage quality compliance programs, including the use of data for performance improvement and outcome management; ability to prepare technical and informational data for administrative use; ability to plan, prepare, and deliver trainings for professional staff; ability to provide effective professional leadership of a high order; ability to analyze and evaluate reports of social workers and make sound decisions; ability to prepare reports; ability to organize and operate training for new program staff; ability to plan and supervise the work of others; ability to effectively communicate orally and in writing; tact and courtesy; sound professional judgment; integrity; initiative; willingness and availability to work on-call; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Possession of a Licensed Clinical Social Worker – Registered (LCSW-R) licensure issued by the New York State Education Department at time of appointment and throughout the duration of employment. Six (6) years of full-time paid experience providing social work services in a community mental health and/or substance abuse treatment environment, one (1) year of which must have involved clinical supervisory experience.