

JOB DESCRIPTION

JOB TITLE: Clinical Coordinator

JOB RESPONSIBILITIES: Responsible for supervising and coordinating activities of assigned employees. Assists Clinical Administrator with Agency-wide treatment issues. May assume the Clinical Administrator's/Program Manager's duties in his/her absence.

Essential functions of this job include, but are not limited to:

Effectively orients, trains, and monitors supervised employees in job duties. Assists in developing training plan for new employees. Assists with keeping the training manual current.

Ensures supervised employees meet minimum training requirements, monitors training attendance.

Conducts effective and timely performance evaluations and processes paperwork appropriately for supervised employees.

Effectively addresses disciplinary issues with supervised employees; accurately and thoroughly documents and processes disciplinary actions in a timely manner and in accordance with policies and procedures.

Processes payroll and handles time card issues for supervised employees. Efficiently monitors overtime requests while ensuring staff coverage which may require the Clinical Coordinator to cover staff absences.

Assists Clinical Director, Clinical Administrator and Program Manager with audit preparation. Stays apprised of audit, licensing, staff credentials, and contract requirements.

Determines an applicant's appropriateness for services using the DSM-IV/V/ICD-10 criteria for substance abuse and/or dependence under the supervision of Clinical Director, or Clinical Administrator/Program Manager.

Keeps Clinical Administrator/Program Manager informed of programming, staff issues, and other issues as necessary and/or directed.

Conducts staff meetings and training sessions for treatment staff on substance abuse competencies. Coordinates with Staff Development department for training, brochures, etc.

Disseminates information to treatment staff regularly and in an effective manner.

Provides supervisory direction regarding caseloads and related clinical duties, group observations, coordinates activities of staff in providing services to clients and assist staff in monitoring group lists and assigned duties.

Assists clinicians through Individual Case Reviews (ICRs), analyzing case problems, providing treatment recommendations, and identifying community resources. Reviews clinical files and monitors treatment planning.

Conducts quality assurance and compiles Continued Quality Improvement data through the implementation and use of unsuccessful chart reviews, teach backs, group observations, clinical reviews of files, developing action plans and monitoring productivity among other methods.

Oversees adherence to programming schedules while maintaining strict adherence to delivery of only approved curriculums by staff.

Provides an amount of direct client service that is based upon the number of staff/programs they supervise, or as needed.

Monitors documentation for form, content, and legibility, timeliness, and file security.

Assists staff in program problem resolution.

Monitors all incoming and outgoing correspondence issued to and received from referring agencies.

Meets with clients, individually or on group basis, when problems arise.

Provides in-service training for staff in areas such as policies, procedures, and regulations.

Participates in the development and implementation of program policy.

COMMUNICATION AND INTERPERSONAL SKILLS

Facilitates and maintains productive communication while maintaining a professional, prosocial relationship with clients and employees.

Maintains appropriate boundaries with clients and employees as outlined in Agency Code of Ethics and other policies.

Expresses empathy regarding client situations as appropriate.

Recognizes antisocial thinking and behaviors. Addresses them immediately, positively, and in a non-threatening manner.

Acknowledges clients' prosocial behaviors and generates a reward report if warranted.

De-escalates potentially volatile situations between clients when necessary utilizing cognitive-based intervention strategies.

Effectively communicates pertinent information at shift change to co-workers and/or program management staff (e.g., client hospitalizations, suicide watches, federal incident reports, AWOL/escaped clients, and unknown whereabouts).

Maintains telephone coverage during hours on duty. Answers calls courteously and professionally, directs calls appropriately, and takes accurate messages as necessary.

Interacts professionally with employees, visitors, guests, law enforcement, court, and safety personnel.

MODELING SKILLS

Speaks positively about the program, Agency, and employees.

Speaks positively about programming, law enforcement, courts, and the law in general.

Displays prosocial thinking and prosocial behavior.

Demonstrates respect toward employees and clients.

KNOWLEDGE

Assists clients and clinicians in role playing difficult situations to achieve a more positive result.

Assists clients and clinicians in efforts to problem solve.

Demonstrates an understanding of the principles of cognitive-behavioral therapy.

Demonstrates an understanding of the principles of social learning.

OTHER

Ensures clients' rights are upheld. Maintains client and staff confidentiality according to Agency policies and procedures; state law; and federal regulations to include Confidentiality on Alcohol and Drug Abuse Patients Records, 42 C.F.R. Part 2 and the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 45 C.F.R. Parts 160 and 164.

Obtains required training hours on an annual basis.

Attends staff meetings and required training sessions.

Complies with all Agency security standards, including procedures and electronic equipment/devices.

This job description in no way states or implies that these are the only duties to be performed by this employee. He/she will be required to follow any other instructions and to perform any other duties requested by his/her supervisor.

STRENGTH RATING/

PHYSICAL DEMANDS: While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

WORK

ENVIRONMENT: While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

QUALIFICATIONS: Master's Degree preferred with an independent license (LICDC, LISW, PCC); bachelor's degree required with a license that allows the coordinator to diagnose substance abuse disorders. Two (2) years experience in substance abuse treatment required. Maintains required licensure in good standing. Familiarity with confidentiality regulations governing the disclosure of client information and the storage of client records and with the Counselor's Code of Ethics required. Must have a favorable attitude regarding the disease concept of addiction. Must have the ability to effectively work with Agency employees, outside contacts, and a diverse client population.

SUPERVISED BY: Clinical Director, Clinical Administrator or Program Manager Crisis Center.

SUPERVISES: Assigned clinicians and staff assigned to the section or program that he/she coordinates.