

		
	Title: Director of Outpatient Services	
Position Classification	Job Family: Management	FLSA Status: Exempt
Description	Pay Grade: 2	Benefit Eligibility: All
Employee Name (print):		
Employee Signature: (I have received a copy of this job description and my supervisor has reviewed it with me)		Date:
Supervisor Signature: NA		Date:
Executive Director Signature:		Date:
Date Position Description Last Reviewed: 6/6/22		
Date Position Classification Last Reviewed: 6/6/22		

The following is a composite representation of the responsibilities for the respective job title. It is not intended to cover all possible job requirements or job factors of the titled position. Lines of supervision and reporting are as shown on the organizational chart.

DEFINITION

Under supervision of the Senior Clinical Director, this position oversees all aspects of the delivery services for Emergency Services, Same Day Access, and Mental Health Outpatient Services. Clinical Service delivery programs are operated directly by Goochland Powhatan Community Services or arranged or contracted with providers in the community. The position provides direct supervision for the Emergency Services, Outpatient Services, and Same Day Access Services. In clinical matters dealing with the flow of consumers to appropriate treatment, or clinical decisions regarding combined MH and SA resources, such as the provision of emergency services, the Director of Outpatient Services will have ultimate responsibility.

JOB EXPECTATIONS AND ESSENTIAL FUNCTIONS

- Develop and implement programs and make recommendations to the Senior Clinical Director and Board concerning service delivery of combined Mental Health (MH) clinical services.
- Establish clinical service delivery program goals and objectives for the review and approval of the Senior Clinical Director.
- Develop, implement, and maintain policies and procedures for review and approval of the Senior Clinical Director.
- Prepare and present monthly and annual reports to the Senior Clinical Director and the Board of Directors on service program activities.
- Serve as Forensic Coordinator with Department of Behavioral Health and Developmental Services (DBHDS), facilities, and courts.
- Acts as liaison to disability and operations offices within DBHDS.
- Develop and maintain a client information system in the Electronic Health Record as required for clinical services program operations.
- Provide assistance and training to staff on the use of the Electronic Health Record.
- Recruit, screen, and recommend the hiring of perspective employees for service delivery programs.
- Supervise Clinical Services supervisory positions, direct service, and support staff as designated.
- Implement GPCS approved personnel management policies and procedures and assures that respective program supervisory practices are in accordance.

- Conduct evaluations and monitors activities to ensure that Clinical Services delivery programs follow all applicable standards, regulations and policies.
- Ensure GPCS participation in support of the Comprehensive Services Act.
- Conduct performance evaluations on all immediate direct-report staff.
- Conduct staff meetings with Clinical Services delivery program personnel to discuss program issues, concerns, perspectives and obtain input.
- Provide clinical supervision for Clinical Services staff as appropriate.
- Provide psychological consultation services to GPCS service delivery staff as available and appropriate.
- Develop, present, and participate at in-service training and staff development activities pertaining to program operations.
- Conduct investigation of any complaints or grievances relating to clinical services.
- Review serious incidents reports.
- Serve as part of Family Assessment Planning and Treatment Team.
- Represent GPCS on local community organizations and Goochland Family Treatment Court.
- Participate in regional committees, councils and workgroups
- To perform other assigned duties as necessary within established policy and procedures.

REQUIREMENTS

EDUCATION

Master Degree in a Human Service field of study required. License required.

EXPERIENCE

Five years post graduate experience in human services and two years of supervisory or managerial experience in human services

LICENSE(S)

Licensed Mental Health Professional (LCSW, LPC, LCP) per Virginia DBHDS requirements

Position will be required to possess a valid Virginia driver's license

PRE-EMPLOYMENT

Must submit to pre-hire criminal background check

KNOWLEDGE AND ABILITIES

- Knowledge of policy formation and implementation of Clinical Services for the mental health, intellectual disabled, developmental disabled and substance use disorder population.
- Knowledge of Clinical Services program planning, development, evaluation, and service options.
- Knowledge of mental health disabilities.
- Knowledge of forensic and criminal justice procedures.
- Knowledge of counseling techniques for individual, group, marital and family.
- Knowledge of community resources impacting the delivery of clinical services.

- Knowledge of federal, state and local regulations, ordinances, and statutes pertaining to providing services to mental health, intellectual and developmental disabled consumers.
- Knowledge of crisis intervention and emergency services.
- Knowledge of consumer fee collection and managed care.
- Knowledge of Medicaid and Home and Community Based Waiver procedures and regulations.
- Knowledge of Human Rights regulations and requirements,
- Knowledge of budget development.
- Knowledge of consultation and education techniques.
- Knowledge of interagency coordination.
- Ability to manage and administer Clinical Services and applicable delivery systems.
- Ability to provide leadership, management and supervision of programs and assigned staff.
- Ability to adapt policies, procedures and implement new programs to meet the needs of the agency.
- Ability to monitor and evaluate programs for compliance with established regulations, policies and standards.
- Ability to prepare documentation for program services and auditing.
- Ability to effectively utilize community resources in providing services.
- Ability to provide training and consultation to staff and other agency staff.
- Ability to maintain a computerized client information and record keeping system.
- Possess good communication skills (oral and written).
- Possess good interpersonal skills in dealing with all individuals.
- Demonstration of sound judgment and analytical ability.
- Ability to work with persons with disabilities and handle a variety of behaviors.
- Ability to handle emergency situations without direct supervision.
- Ability to perform appropriate crisis intervention involving consumer behavior.
- Ability to have patience with consumers and consumer's family members or guardians.
- Ability to communicate with consumers and consumer's family members or guardians.
- Ability to complete required training including Crisis Intervention/Emergency Behavior Support and in-service First Aid and CPR training.
- Ability to work under pressure; meet inflexible deadlines; set priorities; and deal diplomatically with difficult individuals.
- Ability to maintain confidentiality of consumer's information.
- Ability to provide clinical supervision to staff who range from new graduates to experienced clinicians.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

ENVIRONMENTAL CONDITIONS

Work environment is primarily an office environment working at a desk. Travel is involved to and from Goochland and Powhatan. May involve exposure to aggressive verbal and physical behavior, and exposure to infectious diseases from others.

Sitting: 75%; Standing/Walking 20%; Driving: 5%

Average Weight Required to lift or carry at any one time: 50 pounds for brief periods of time