



JOB DESCRIPTION

Director, Comprehensive Outpatient Services

Reporting to: Senior Director, Healthcare Integration

EEO Category: Mid Level Managers

Modified Date:

FLSA Classification: Exempt

PRO: Clinical DMS

POSITION SUMMARY

This position provides leadership, direction, and oversight of clinical functions while advancing and supporting Aspire's Mission, vision, values, and strategic priorities. This position represents Aspire in the community by fostering relationships with existing and potential partners and identifying opportunities for collaboration.

ESSENTIAL RESPONSIBILITIES

Clinical Service Leadership (30%)

- Promote Whole Person Care by continuously improving, modifying, and enhancing service delivery systems; including broadening and developing new services
- Ensure documentation quality via audit, supervision and education of assigned staff
- Monitor clinical services to ensure quality outcomes and accuracy in billing
- Coordinate and manage contracts, as assigned
- Oversee clinical assessment, referral, and treatment planning
- Provide direct care services as needed

Relationships (30%)

- Create and maintain active, positive working relationships with community agencies
- Represent Aspire by serving on committees, Boards, etc. in the community
- Seek opportunities for partnerships within the community as well as the diversification of funding streams, as applicable
- Build and maintain strong working relationships with Aspire staff and management
- Interface with and support other Aspire Services
- Work collaboratively with practice management staff to achieve outcomes

Management and Mentorship (30%)

- Create a work climate that empowers staff, emphasizes excellence in performance, and positively affects employee morale
- Participates in the recruitment, hiring, orientation, and training of new employees in conjunction with practice management staff
- Evaluate performance and competency of assigned staff within the required time frames and standards

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

11.22.16

- Implement Work Improvement Plans and progressive discipline up to and including termination of assigned employees
- Conduct regular staff meetings to promote healthy communication and trust among staff members
- Evaluate progress toward meeting established goals
- Participate in the organization's strategic planning process

Reporting and Documentation (10%)

- Incorporate requirements of regulatory entities (DMHA, HRSA, Medicaid, Medicare, Joint Commission, etc.) as applicable into clinical workflows
- Timely completion and maintenance of case and agency paperwork in accordance with Aspire policies
- Timely completion of all required unit and/or organizational reports and/or documentation in accordance with Aspire policies and procedures (e.g. PTO requests, expense sheets, training requests, TB documentation, etc.)

Professional Development (10%)

- Complete and maintain compliance with required trainings and education required for the position
- Keep current with clinical evidence based practices through professional continuing education.
- Successfully acquire and maintain ANSA and/or CANS certification(s), per position requirements

COMPETENCIES

Core Competencies

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

Position-specific Competencies

- **Decisive** – Demonstrates confidence, initiative and sense of urgency in making decisions on behalf of team and takes responsibility for those decisions
- **Results-driven** – Thinks strategically and demonstrates understanding of big picture in order to plan and achieve desired results toward Aspire's mission and vision
- **Effective communicator** – Uses 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments
- **Organized** – Guides staff to produce high-quality and repeatable work with absolute efficiency; leads through confident understanding of and appreciation for policies and procedures; ability to quickly re-prioritize tasks and address emergent situations
- **Motivating** – Fosters an engaged and supportive work environment in which employees are at their best; establishes him/herself as an effective leader and role model to the team

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education

- Master's degree in social work, psychology, counseling or a directly-related human service field from an accredited university required

Experience

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

- Five (5) years related work experience with at least three (3) years in a supervisory capacity required
- Experience building community partnerships a plus.

Licensure

- Recognized as a Licensed Clinical Social Worker, Licensed Mental Health Counselor or Licensed Marriage and Family Therapist by the State of Indiana

Other

- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently as well as collaboratively within a team setting
- Must have strong interpersonal communication, leadership, problem solving, and teambuilding skills
- Must have the ability to communicate effectively via phone or in person
- Ability to conceptualize from a systems perspective
- Must demonstrate clinical competencies essential to effective job performance, as identified by Professional Advisory Committee (PAC)
- Actively participates in performance management and coaching
- Demonstrates respect for consumer confidentiality practices
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Responsible for complying with Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Must comply with all Aspire policies and procedures
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Must have reliable transportation to oversee programming and/or attend trainings and/or meetings
- Display a positive work ethic

PHYSICAL DEMANDS & WORKING CONDITIONS

The nature of work may generate considerable physical (transporting, moving, assisting clients, etc), mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Mobile office environment with heavy travel within the community
- Highly active office environment
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Daily, weekly, monthly and annual deadlines

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

11.22.16

- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Ability to be physically mobile (stand, walk, reach, climb, bend) and also the ability to sit for prolonged periods throughout work hours
- Must be able to occasionally lift and/or move 25 or more pounds
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols

Background Checks

Employment is contingent on background checks as required by Aspire’s policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has supervisory responsibilities

Work Hazard Category

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.

Employee Signature

Date

Printed Name