



## JOB DESCRIPTION

### Director, Comprehensive Outpatient Services

**Reporting to:** Chief Clinical Officer

**EEO Category:** Mid Level Managers

Modified Date:

**FLSA Classification:** Exempt

**PRO:** Clinical DMS

#### POSITION SUMMARY

This position provides leadership, direction and clinical/administrative oversight in advancing and supporting Aspire's mission, vision, values, and strategic priorities.

#### ESSENTIAL RESPONSIBILITIES

##### Management and Mentorship (30%)

- Create a work climate that emphasizes collective team performance and demonstrates Aspire's core competencies
- Recruit, hire, orient and train new employees in collaboration with immediate supervisor, if applicable
- Evaluate performance and competency of assigned staff within required and assigned time frames and standards
- Coach employees on assigned areas of responsibility
- Ensure staff compliance with policies and procedures through utilization of training resources and disciplinary processes
- Monitor and positively affect employee morale
- Implement progressive discipline up to and including termination of assigned employees
- Coordinate and lead regular staff meetings
- Evaluate progress toward meeting team/program goals

##### Clinical Service Leadership (30 %)

- Manage program by continually improving, modifying, and enhancing service delivery systems; including broadening and developing new services
- Coordinate referrals, intakes, staff assignments and recommended services
- Assign staff to cases
- Ensure documentation quality via audit, supervision and education of assigned staff
- Coordinate and manage contracts, as assigned
- Oversee clinical assessment and referral, as well as treatment planning
- Oversee clinical triage and referral, as well as crisis intervention
- Provide direct care services and/or follow-up services, as needed
- Monitor to ensure accurate service billings (e.g., state agencies)
- Understand and communicate all community resources available to/needed for clients
- Seek opportunities for diversification of funding streams, as applicable

##### Coordination and Communication (20%)

- Build and maintain a strong network of external relationships with referral sources

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- Build and maintain strong working relationships with Aspire staff and supervisors, as well as external contacts
- Maintain active community involvement; serve as Aspire's representative to assigned community groups, as needed
- Interface with and support other Aspire Services

#### **Reporting and Documentation (10%)**

- Address the requirements of DMHA, Medicaid, Medicare, Joint Commission, etc., as applicable to management position
- Timely completion and maintenance of case and agency paperwork according to Aspire standards and as required by external agencies (C/ANSA, BPHC, payee, etc), as well as internal unit and organizational reports and documentation
- Timely completion of all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g. PTO requests, expense sheets, training requests, TB documentation, car insurance, etc.)

#### **Professional Development (10%)**

- Complete and maintain compliance with required trainings and education required for the position
- Attend community education events/seminars to continue developing expertise in the field and improve important professional relationships
- Successfully acquire and maintain ANSA and/or CANS certification(s), per position requirements
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field
- Participate in preparation and monitoring of an annual budget and development of the Annual Plan for Services, as applicable

### **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 reprioritize 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**

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

#### **Experience**

- Five (5) years related work experience with at least three (3) years in a supervisor capacity required
- Experience in providing community based services
- Director level management experience
- Experience with PASRR evaluation or Recovery Works programming a plus
- Knowledge and application of utilizing social service systems (Medicaid, Social Security, Corrections, etc) highly preferred

#### **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.

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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
- 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