



JOB DESCRIPTION

Supervisor, Comprehensive Outpatient Services

Reporting to: Director, Home & Community Based Services
EEO Category: Mid Level Managers
Created: 11/28/2018

FLSA Classification: Exempt
PRO: Clinical DMS
Modified Date:

POSITION SUMMARY

To facilitate, coordinate and evaluate the clinical services and programs of Aspire's Outpatient Offices, by providing clinical supervision to assigned staff, maintaining good communication, assigning caseloads, and ensuring quality of services and documentation while supporting Aspire's mission, vision, values, and strategic priorities. This position works collaboratively with the office Practice Manager. This position carries some direct service expectation.

ESSENTIAL RESPONSIBILITIES

Management and Mentorship (50%)

- 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 Services Responsibilities (30%)

- Provide direct care services and/or follow-up services
- Coordinate referrals, intakes, staff assignments and recommended services and assign staff to cases
- Complete clinical assessments and referrals
- Ensure compliance with DCS/Probation contract
- Ensure documentation quality via audit, supervision and education of assigned staff
- Oversee clinical assessment and referral, as well as treatment planning
- Oversee clinical triage and referral, as well as crisis intervention
- Monitor to ensure accurate service billings (e.g., state agencies)
- Understand and communicate all community resources available to/needed for clients

Coordination and Communication (5%)

- Build and maintain caring and trusting relationships with clients, their families and team members
- Build and maintain a strong network of internal and external relationships, which may include Aspire staff, DCS, other mental health agencies, health providers, schools and community agencies, etc.
- Work collaboratively and interactively with leadership to ensure quality of services and care
- Work effectively and collaboratively with Aspire support departments (UM, AR, AP, HR, etc.)

- Collaborate and effectively work with the integrated care team (housing, employment, primary care, etc.) to promote the mission of whole person care
- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities

Reporting and Documentation (10%)

- Responsible for timely, thorough, and accurate documentation and billing in the Electronic Health Record (EHR) according to Aspire policies and procedures
- Keep timely, thorough and accurate progress notes, document next steps, and update treatment plans accordingly
- Seek and routinely document clinical supervision on all individual cases
- Address the requirements of DMHA, Medicaid, Medicare, Joint Commission, etc., as applicable to management position
- Timely completion and maintenance of all internal and external required unit and/or organizational reports or documentation according to Aspire standards, policies and procedures, and as required by external agencies (e.g. PTO requests, expense sheets, training requests, TB documentation, car insurance, C/ANSA, BPHC, payee, etc)

Professional Development (5%)

- Complete and maintain compliance with required trainings and education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Attend community education events/seminars to continue developing expertise in the field and improve important professional relationships
- Maintain provider status on managed care provider panels
- Maintain CEU expectations for licensure
- Successfully acquire and maintain ANSA and/or CANS certification(s), per position requirements
- Proactively create and execute a professional development plan to stay current within field

CORE VALUES

- **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 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 a college/university accredited by the US Department of Education required

Experience

- Five (5) years related work experience required; supervisory experience highly preferred
- Experience in providing community based services
- 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 (LCSW), Licensed Mental Health Counselor (LMHC) or Licensed Marriage and Family Therapist (LMFT) by the State of Indiana

Other

- Ability to meet or exceed metric standards that have been established for this organization level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Demonstrate respect for the clients confidentiality practices, as well as for the expertise of other team members
- Must be able to work independently as well as collaboratively within a team setting
- Must have excellent supervisory skills, and exceptional soft skills, such as relationship-building, communications, listening, negotiation and diplomacy
- Must have strong interpersonal communication, leadership, problem solving, and teambuilding skills
- Must be detail oriented, have excellent organizational skills and be flexible
- Actively participate in performance management and coaching
- Must be able to demonstrate the effective use of Aspire's Electronic Health Record (EHR)
- 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.)
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Ability to conceptualize from a systems perspective
- Must demonstrate clinical competencies essential to effective job performance, as identified by Professional Advisory Committee (PAC)
- 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)
- Must comply with all Aspire policies and procedures as well as Aspire's Corporate Compliance Program as it applies to individual job duties, the department and the company
- 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.

- Office environment; moderate travel within the community
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Ability to work on a computer for extended periods of time
- Daily, weekly, monthly and annual deadlines
- Ability to communicate effectively by phone or in person
- 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) throughout work hours and also the ability to sit for prolonged periods throughout work hours
- Ability to lift files, open filing cabinets, climb to reach higher files, and occasionally lift and/or move average-weight objects up to 25 lbs; must be able to occasionally lift and/or move 50 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

Vaccinations

For those employees who have direct patient contact, it is recommended by the CDC that a record of immunizations be documented and retained in a health personnel file. Written documentation (vaccine record) or titres (blood testing) may be needed to determine immunization status.

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.

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.

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