

Job Title: Director of Clinical Operations Fulton County (3a)

Department: Clinical

Reports to: Vice President Chief Operating Officer

Effective Date: 01.01.2024

Job Summary:

Oversight and leadership of identified clinical managers and clinical programs and community work focused on establishing relationships and agreements. Participates in diagnosis, treatment planning and case assignments. Provides clinical consultation and direction to team leads and clinical staff. Provides direction and strategy and plans to implement services as part of the organization strategic goals. Assists Vice President-Operations in clinical, administrative, and fiscal coordination of services of Fulton County area.

Supervisory Responsibilities:

- Recruits, interviews, hires, and trains new staff.
- Oversees the daily workflow of the department.
- Provides constructive and timely performance evaluations.
- Handles discipline and termination of employees in accordance with company policy.

**Performs other related duties as assigned.*

Duties/Responsibilities:

1. Provides clinical and administrative supervision, consultation and support to assigned personnel.
2. Provides leadership and decision-making for clinical staffings and clinical conflict resolution.
3. Provision and/or direction of the staff clinical development.
4. Completes assigned staff's annual evaluations.
5. Responsible for the development and maintenance of professional relationships and quality image in the agency's communities.
6. Responds to client complaints when unable to be addressed by clinical manager.
7. Participates in assigned agency committees.
8. Assists in the resolution of assigned personnel conflicts.
9. Assists in the development of services and programming unique to agency clientele.
10. Provides public speaking and training as requested.
11. Makes programmatic recommendations to Vice President-Operations.
12. Integration of the program/department into the primary functions of the organization and with other programs/departments to align services throughout the system.
13. Development of policies and procedures that guide the provision of services in the department.
14. Responsible for determining the current competence of all clinical staff.
15. Participates in the meetings, training and education required by role.
16. Recommendation of space and other resources needed by the department.
17. Participation in the selection of external sources of services not provided by the department or organization.
18. Responsible for assuring fiscal stability of the clinical operations within the area.

**Performs other related duties as assigned.*

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.

- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with electronic health record and Computer programs

Education and Experience:

- Master's or Doctorate Degree with licensure that qualifies as a Licensed Practitioner of the Healing Arts.
- Minimum 2-5 year's experience in management within a Behavioral Health agency
- Required 1-2 year's experience working in Director role within a social service agency.
- Knowledge and experience with Substance Use treatment

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- 25% of time spent walking or standing
- Travel required as determined in order to meet essential duties.