

Job Description

Department: Leadership

Job Title: Director of Clinical Coordination

Reports to: Chief Executive Officer

Job Purpose: The Director of Clinical Coordination is responsible for providing support, direction, and supervision to all intake and medical records staff in accordance with Iowa Code Chapter 24 guidelines and the policies established by the agency. This role also coordinates with the Clinical Supervisor and Office Manager to ensure efficient operations in all areas of the intake process.

Essential Duties and Responsibilities:

- Provide clinical and administrative supervision of all full-time intake and medical records staff, including meeting one-on-one as needed as well as interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and solving problems.
- Manage and direct intake staff by working with the management team, other staff, and community partners to promote favorable outcomes, both clinically and financially for the agency.
- Responsible for implementing the NAVIGATE program within the organization. Examples of work will include scheduling and facilitating team meetings, supervising team members, and collecting/tracking data pertinent to the program.
- Work with NAVIGATE team regarding different issues and maintain ongoing contact with clients and their family members.
- Provide direct clinical services including intake assessments, crisis assessments, group therapy, individual therapy, and hospital prescreens.
- Periodically conduct chart audits to ensure up-to-date treatment plans, progress notes, etc. are accurately completed by intake therapists.
- Work collaboratively with community leaders, providers and administrators to develop and implement programs according to the company objectives and community needs.
- Adhere to all access requirements and ethical standards set forth by managed care organizations, Iowa Code, NASW Code of Ethics, and established agency policies.
- Coordinate with the Office Manager in supervising the front desk staff on all intake related issues to ensure efficient operations.
- Develop, monitor and evaluate policies and procedures to suggest operational changes and communicate to clinic and leadership teams.

Additional Duties and Responsibilities:

- Accomplish all tasks as appropriately assigned or requested.

Competencies:

- Social Skills—the individual professionally interacts with employees and patients and models a positive teamwork attitude to include performance of duties with honesty and integrity.
- Problem solving—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts productive meetings.
- Delegation—the individual delegates work assignments, gives authority to work independently, and sets expectations and monitors delegated activities.
- Leadership—the individual inspires and motivates others to perform well, accepts feedback from others.
- Management skills—the individual includes staff in planning, decision-making, facilitating and process improvement; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth.
- Quality management—the individual looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
- Judgment—the individual displays willingness to make decisions, exhibits sound, accurate, and ethical judgment and makes timely decisions.
- Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Safety and security—the individual observes safety and security procedures and uses equipment and materials properly.

Experience and Education:**Required:**

- Master's degree in social work
- Independent level licensure in the state of Iowa (LISW)
- 5 years of mental health experience

Preferred:

- Knowledge and experience with managing others

This job description is not intended to be all-inclusive and does not constitute a written or implied contract of employment. The employee will be expected to perform other reasonably related duties as assigned by the immediate supervisor and / or other management personnel.