

# JEWISH FAMILY & CHILDREN'S SERVICE OF PITTSBURGH

## SQUIRREL HILL PSYCHOLOGICAL SERVICES

### JOB DESCRIPTION

**TITLE:** DIRECTOR OF CLINICAL SERVICES  
(FULL-TIME POSITION)

**SUPERVISOR:** President & CEO

**STATUS:** EXEMPT

#### **POSITION SUMMARY:**

Develops, maintains, monitors and evaluates the Clinical Department of JF&CS (includes Squirrel Hill Psychological Services, Elder Care, and various outreach programs) in a manner consistent with agency mission and strategic plan, assures maximum benefit of agency resources to the community. Develops and maintains department systems and procedures required to coordinate, facilitate and monitor the activities of the service area. Quality Assurance, Utilization Review, compliance with licensing/insurance regulations, standard setting and requirements of funding sources are included. Explores innovative ways to address evolving community needs.

#### **QUALIFICATIONS:**

MSW, Pennsylvania license or related license. Seven years of sound clinical mental health experience, including a minimum of three years of supervisory or administrative experience in family service or a related field. Possesses knowledge of a variety of treatment models and the ability to differentially use treatment approaches. Experience in program planning and program development. Strong administrative management and organizational skills. Good interpersonal communication and writing skills. Ability to work independently and to manage the work of others. Ability to work collaboratively and effectively as a part of a team. Cultural sensitivity to the populations served by the Agency, staff, Board and community.

#### **SCOPE OF WORK:**

##### ***Accountability:***

- Establish outcomes and benchmarks for success of departmental programs
- Produce accurate, timely reports on departmental programs
- Maintain accurate data on programs through agency information system and other means
- Assures compliance with standards and conditions of insurance companies, contractors, grants and licensing bodies
- Use Quality Assurance tools, Utilization Reviews and other mechanisms to monitor integrity of department

##### ***Coordination:***

- Develop mutually beneficial collaborations with community organizations
- Ensure continuum of services through coordination/linkages with other JF&CS programs and community organizations
- Participates with other administrative staff in the overall smooth operation of the Agency

##### ***Development:***

- Identify emerging needs in community appropriate for JF&CS to address
- Develops new program approaches to address emerging needs in community
- Evaluates and modifies existing departmental programs to better meet community needs
- In collaboration with agency administration, locates and applies for grants to fund existing and new programs

##### ***Management:***

- Monitors and acts on statistical data related to performance and productivity of departmental programs

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- In collaboration with CFO, develops departmental budget and monitors financial performance of department, adjusting operations to meet expectations
- Manages quality control of departmental data related to the JF&CS information system in collaboration with Information Technology Director
- Manages volunteer and intern programs of department, as appropriate

#### **Marketing:**

- Develops and implements, in consultation with Fundraising & Communications Director, a marketing plan for departmental programs
- Assists the Marketing Department in the production of various marketing and fundraising materials
- Promotes the work done by JF&CS at various professional and community settings
- Represents JF&CS at organizational or community meetings
- Provides public presentations on behalf of JF&CS

#### **Personnel Management:**

- Makes recommendations regarding hiring, assignments, salaries, promotions, discipline, and discharge of department personnel
- Using performance and productivity reports, makes recommendations regarding staffing levels, considering budget, productivity, and demand for services
- Supervision and evaluates department staff
- Develops, implements and coordinates department training aligned with goals
- Assist direct reports with their talent development through training, special projects and other efforts

#### **Strategic Responsibilities:**

- Staffs Board of Director committees as assigned by the CEO
- Advocate on behalf of agency and constituents we serve
- Align departmental activities with the agency strategic plan
- Provides mental health consultations, brief interventions and crisis management as needed

EMPLOYEE SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_