

Director of Clinical Services

ABOUT: Jewish Community Services of South Florida (JCS) is the foremost non-profit, human services agency whose mission is to improve the quality of life and self-sufficiency of the Jewish and broader communities throughout South Florida in accordance with Jewish values. Founded in 1920, JCS delivers exemplary social services through compassionate and comprehensive programs that help people stay healthy and productive.

POSITION SUMMARY:

The Director of Clinical Services will carry responsibility for the day to day supervision and coordination of the clinical components of the Behavioral Health Division. The position will require a high level of leadership and analytical skills to advance the programs of the agency in the community. The Director of Clinical Services will be sensitive to the broad range and complex clinical issues, and appropriate treatment interventions for clients served. Clinical issues include the range of DSM/ICD-10 diagnoses and best practices for treatment. The Director of Clinical Services must maintain current knowledge of compliance measures for the programs in the department including Agency for Health Care Administration (AHCA) and accreditation standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Responsibilities include the following, and other duties may be assigned:

- Maintain a high level of quality clinical service through supervision of staff.
- Ability to apply differential diagnosis included but not limited to co-occurring disorders, to a broad range of client issues and presenting concerns.
- Ability to present the agency programs to the community. Presentations should be enthusiastic, motivating and have a demonstrated knowledge of the agency's broad range of services.
- Participate in quality assurance tasks including review of clinical records, site monitoring's, audits, etc.
- Assure the achievement of productivity standards through regular utilization review and continuous quality assurance.
- Attend JCS' CQI meetings and provide feedback regarding opportunities for improvement and assist with the development of action plans for areas of deficiency.
- Maximize income potential of all relevant services through attention to fees, claims billing and all policies and procedures relating to fee collection.
- Participate in professional seminars and in-service training. Assist in the planning, development and presentation of in-service trainings for the Department and agency as needed.
- Demonstrate program development skills through participation in grant writing and proposal writing in collaboration with the Chief Programs Officer, Director of Resource Development and other Senior Management staff.
- Professional development for staff under supervision of this position.
- Completion of employee evaluations for direct reports and supervisees.
- Flexible schedule with a willingness to participate in community activities and events which affect the division's programs, including flexible schedule of evenings and Sundays.

- Maintain relationships with key stakeholders including funders, auditors and community partners. Assist in budget preparation for respective programs and review of monthly profit and loss statements to track department expenses and revenue.
- Assist in review and prioritization of waiting list and assignment of cases to clinicians.
- Ability to work collaboratively with staff and administration.
- Provide clinical coverage back-up for supervisee's cases when the supervisee is on leave.
- Participate in Management Team Meetings and other leadership development activities.

SUPERVISORY RESPONSIBILITIES:

The Director of Clinical Services will carry responsibility for the day to day supervision of the clinical services component of the Behavioral Health Division. This position will require a high level of coordination of all staff assignments and is responsible for overseeing productivity of clinical staff, meeting program objectives and outcomes, completing required reports for funders, and monitoring and evaluating performance metrics to ensure the highest quality standards of care are met.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Master's Degree in Social Work, Marriage and Family Therapy or Mental Health Counseling, required.
- LCSW, LMFT or LMHC licensure, required in the state of Florida.
- Qualified Supervisor in the state of Florida.
- A minimum of seven years post Master's experience in an administrative and/or supervisory capacity.
- Knowledge of and experience implementing change management principles.
- Bilingual language (English/Spanish) capability a plus.
- Valid Florida driver's license.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- **Analytical** – Collects and researches data; uses intuition and experience to complement data; design work flow and procedures.
- **Problem Solving** – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Project Management** – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
- **Customer Service** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve services; responds to request for service and assistance; meets commitments.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting.
- **Oral Communication** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- **Written Communication** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

- **Teamwork** – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- **Quality Management** – Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- **Cost Consciousness** – Works within approved budget; develops and implements cost saving measures; conserves organizational resources.
- **Ethics** – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizations values.
- **Judgment** – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasons for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **Adaptability** – Adapts to changes in the work environment; changes approach or method to best fit the situation; able to deal with frequent change, delays, or expected events.
- **Initiative** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.
- **Strategic Thinking** – Develops strategies to achieve organization goals; understands organization's strengths and weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.
- **Motivation** – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence takes calculated risks to accomplish goal.

PERKS: We are proud to offer a competitive benefits package to all full-time employees, including medical and dental plans. A generous vacation and holiday pay benefit and a 401(k) match is available. Staff receives monthly in-service training and CEU opportunities. This is a one of a kind opportunity for leadership in talent management to contribute to a team of mindful, caring and passionate people at work every day in service to our community!

JCS is a 501(c)(3) not-for-profit organization and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, disability, gender identity, gender expression, national origin, or veteran status.

To apply please go to www.indeed.com or <https://jewishmiami.org/jworks/jobseekers/#!/search?page=1>