

Job Title:	Mental Health Clinical Supervisor	Position #:	CS-
Job Family:	Clinical Services	FLSA Classification:	Exempt (Salaried)
Reporting Supervisor:	Program Director	Salary Level/Range:	CS-10

JOB DESCRIPTION

JOB SUMMARY: The Mental Health Clinical Supervisor will provide oversight, leadership and documented clinical supervision to a team of MH Clinicians in assigned programs who provide direct services to clients in accordance with Oregon Administrative Rules. This works with the Program Director to build, develop, and improve clinical services being provided and coordinate with other programs for additional client supports and resources.

ESSENTIAL FUNCTIONS

1. Clinical Services:

- a) Provides treatment planning, case management and coordination, utilization of community resources, group, family, and individual therapy or counseling;
- b) Conducts assessments including histories of mental and physical health, substance use, past mental health services and criminal justice contacts, assessing family, cultural, social, and work relationships;
- c) Develops treatment plans and provides diagnosis consistent with DSM-5;
- d) Performs individual and group treatment sessions, as needed, as well as delegating these functions to appropriate clinical staff;
- e) Promotes integrated treatment services through coordination with mental health, substance use, and medical treatment service providers;
- f) Works closely with the Program Director on program development to improve quality of services being provided;
- g) May carry a small caseload;
- h) Completes documentation in electronic health records system (EHR) within agency stated timelines;
- i) Completes training/certification required to perform mental health crisis work and may be asked to be a part of the MH crisis rotation.

2. Clinical Supervision:

- a) Provides direct, day-to-day supervision and performance monitoring over mental health program staff members;
- b) Provides leadership, wellness, oversight and evaluation of services, and staff development;
- c) Provides clinical supervision to program staff and document supervision for each program staff in accordance with Oregon Administrative Rules. This includes at least two hours per month per direct care staff, one of which **MUST** be individual supervision. Additional supervision should be provided if staff needs additional assistance, education, training, or support;
- d) Assists with conducting annual performance evaluations of program staff;

- e) Assists with chart and program audits to ensure compliance with facility accreditation, licensing, State laws, and other regulatory requirements;
- f) Periodically reviews documentation of team members to ensure quality;
- g) Provides licensure supervision if qualified.

3. Leadership and Administrative:

- a) Works closely with other program staff as a member of a multidisciplinary team;
- b) Stays knowledgeable with OARs and ORSs related to outpatient behavioral health programming including service delivery and documentation;
- c) Stays abreast of guidelines and requirements (including OARs and ORSs) for CSS programs such as Supported Employment, Supported Housing;
- d) Remains dedicated to a healthy work environment for the benefit of employees and clients served;
- e) Maintains robust and effective collaboration with other BestCare programs;
- f) Develops strong collaborative relationships with community partners;
- g) Demonstrates the ability to manage time effectively, model good communication skills, act independently, and problem solve complex issues;
- h) Maintains professionalism and confidentiality per HIPAA, 42 CFR, Oregon Statutes, and BCTS Policies;
- i) Attends required program meetings, trainings, and Clinical Supervision designated by Program Director.

4. Other related duties as assigned.

ORGANIZATIONAL RESPONSIBILITIES

- 1. Performs work in alignment with the BestCare's mission, vision, values;
- 2. Supports the organization's commitment to diversity, equity, and inclusion by fostering a culture of open-mindedness, cultural awareness, compassion, and respect for all individuals;
- 3. Strives to meet Program/Department goals and supports the organization's strategic goals;
- 4. Adheres to the organization's Code of Conduct, Business Ethics, Employee Handbook, and all other relevant policies, procedures, and other compliance needs;
- 5. Understands and maintains professionalism and confidentiality per HIPAA, 42 CFR, and Oregon Statutes;
- 6. Attends required program/staff meetings and completes assigned training timely and satisfactorily;
- 7. Ensures that any required certifications and/or licenses are kept current and renewed timely;
- 8. Works independently as well as participates as a positive, collaborative team member.
- 9. Performs other organizational duties as needed.

QUALIFICATIONS

EDUCATION AND/OR EXPERIENCE REQUIREMENTS:

- Master's degree in psychology, social work, counseling, behavioral science, or related field *required*
- At least 2 years' experience in the field of behavioral health
- CPR Certification or ability to obtain within first six (6) months

- For individuals in recovery from substance-use disorder, must have maintained continuous recovery for the previous two years at the time of hire

LICENSES AND CERTIFICATIONS:

- Professional licensure required (LPC, LCSW, or LMFT) required
- Must maintain a valid Oregon Driver License or ability to obtain one upon hire and be insurable under the organization's auto liability coverage policy (minimum 21 years of age and at least 3 years without any DUI or moving violations)

PREFERRED:

- Experience providing services to individuals with Severe and Persistence Mental Illness (SPMI), *preferred*
- Bilingual in English/Spanish a plus
- QMHP a plus

REQUIRED COMPETENCIES: Must have demonstrated competency or ability to attain competency for each of the following within a reasonable period:

- Ability to develop strong collaborative relationships, demonstrate good communication, and flexibility is a must. Ability to work effectively and respectfully in a diverse, multi-cultural environment.
- Knowledge of strength-based and trauma-informed interventions, as well as other evidenced-based practices.
- Understanding and competency serving individuals that present with complex co-occurring mental health, substance use, and/or medical disorders.
- Knowledge and understanding of de-escalation strategies, trauma-informed crisis response,
- Ability to enter client notes into electronic health records (EHR) in accordance with acceptable standards
- Ability to build a strong, collaborative, high-performing team
- Proficiency in MS Office 365 (Word, Excel, Outlook), EHR platform, databases, virtual meeting platforms, internet, and ability to learn new or updated software;
- Ability to maintain strict confidence as required by HIPAA, 42 CFR, and Oregon Statutes, and BCTS policies;
- Strong interpersonal and customer service skills;
- Strong communication skills (oral and written);
- Strong organizational skills and attention to detail, accuracy, and follow-through;
- Excellent time management skills with a proven ability to meet deadlines;
- Critical thinking skills;
- Ability to function well and use good judgment in a high-paced and at times stressful environment;
- Ability to manage conflict resolution and anger/fear/hostility/violence of others appropriately and effectively;
- Ability to work independently as well as participating as a positive, collaborative team member.

TOOLS AND EQUIPMENT USED: Standard office equipment including computer/laptop, copy/fax/scanning machine, printer, telephone, or multi-line phone.

WORK ENVIRONMENT/PHYSICAL DEMANDS: The work environment is respectful, multi-cultural and inclusive, and the characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires the employee to dress in a manner that meets the standards for professional attire at Best Care or per department-or job-specific requirements (See Dress Code Policy in Employee Handbook). Other working conditions/demands include:

- Primarily indoors (95%)
- Must wear required Personal Protective Equipment (PPE)
- Must wear attire as prescribed for staff working in Medical Services
- Frequently sits at a desk, stands, walks, bends/stoops, reaches above/below shoulders, uses arms, wrists, hands, and grasps/squeezes
- Occasionally twists, crouches/squats
- Must be able to perform repetitive tasks/motions, have good manual dexterity
- Must be able to lift/carry up to 20 lbs. frequently and push/pull 21-75 pounds occasionally
- Must be able to hear alarms/telephone/audio/normal speaking voice
- Must have clarity of vision: Near (<20"); Mid (>20" to < 20'); Far (> 20')
- Must be able to drive motor vehicle to perform job
- May be exposed to communicable disease

ACCEPTANCE AND EQUAL EMPLOYMENT OPPORTUNITY:

BestCare provides equal employment opportunities to all employees and applicants for employment without regard to race, color, national origin/ancestry, religion, sex, sexual orientation, gender, gender identity, marital or family status, age, genetic information, expunged juvenile record, military status or performance of duty in a uniformed service, physical or mental disability, or any other characteristic protected by local, State, or Federal laws, regulations, or ordinances. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

I have received, reviewed, and accept the above job description and understand that this does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the business needs for the employer and requirements of the job change.

Employee Name (Print):		Date:	
Employee Signature:			