



Position Description

Job Title:	Director of Clinical Services
Supervisor:	Executive Director
Position Status:	Full Time
FSLA:	Exempt
Location:	El Paso, Texas (office-based with limited hybrid model)

Position Summary: The Clinical Director will be responsible for planning and leading all clinical programs and supervising staff providing treatment. This position requires oversight and completion of all required weekly, monthly, quarterly, and yearly reports/data for programs. The person in this position will be responsible for ensuring staff follows all contract requirements, policies, and procedures, as well as assisting the Executive Director in program and policy development and implementation.

Key Responsibilities:

Supervises and implements the delivery of mental health care services and programs to the community at large by performing and providing the following services in a professional manner and in a professional atmosphere:

Assignments and Supervision (70%)

- Oversee recruitment, placement, clinical supervision, and training of student interns, practicum students, LPC-Associates, staff therapists, and contract therapists.
- Daily assignment of new clients to therapists
- Manage training, usage, and supervisory approval with Therapy Notes (online software)
- Manages master counseling schedule.
- Conducts annual performance evaluations with clinicians.
- Maintain routine peer consultation and departmental meetings.
- Provide direct support and training on mental health issues to staff.
- Regularly monitor clinician credentials, to ensure licenses, credentials, and other professional records are up to date for all active FSEP credentialed therapists. Coordinates and works with Office Manager to ensure credentialing complies with provider and/or partner requirements.

- Creates and compiles tracking reports and key performance indicators from a variety of data sources.
- Creates a supportive and collegial work environment for the clinical team.
- Effective coordination and communication with the administrative staff related to assignments, billing, and other administrative issues regarding client services.

Organizational Leadership (15%)

- Provides input to the Executive Director and Leadership Team on policy, performance metrics, and strategic planning goals.
- Represent Clinical Services program at regularly scheduled leadership team meetings to plan, collaborate, and coordinate organizational priorities and goals.
- Works with FSEP office support staff to ensure that all therapists follow protocols, policies, and procedures.
- Works with FSEP office support staff to develop or change protocols, policies, and procedures by providing clinical input during weekly staff meetings and other communication channels, and occasionally participating in these change or development projects.

Community Partnerships and Training (10%):

- Develops and maintains positive working relationships with colleges and universities related to internship recruitment, placement, and evaluation.
- Identify community partnerships to increase organizational awareness and referrals.
- Provides guidance and leadership to address community crisis intervention.
- Works collaboratively within the mental health community to develop and maintain a strong network system.
- Identifies trends, needs of clients and therapists, and evaluation of counseling services for improvement.
- Coordinates training, team building, and self-care opportunities
- Acts as agency HIPAA Compliance & Security Officer and coordination of response to legal subpoenas.

Professional Development (5%)

- Complete CEU training requirements and maintain licensure requirements
- Remains current on issues and trends within the mental health field

Competencies and Experience:

- Master's degree in a mental health field with clinical training
- Licensed in the State of Texas as LPC-S
- Minimum 5 years clinical experience as an active LPC
- Minimum 3 years personnel management and administration
- Experience developing and implementing policies and procedures and report writing.
- Proficiency in oral and written communication and interpersonal skills, public speaking, and leading group discussions
- Understanding and knowledge of HIPAA requirements and legal subpoenas
- High level of personal and professional integrity, strong sense of ethics and respect for privacy and confidentiality
- Possess a commitment to customer satisfaction.
- Demonstrate a strong work ethic, ability to multi-task, meet deadlines and work in a complex and fast paced environment.
- Ability to effectively manage crisis situations with sensitivity.
- Strong organizational, communication, interpersonal and team building skills needed.
- Strong foundation in multiple modalities of clinical practices
- Ability to work flexible hours which may include weekends or evenings as needed.
- Experience with diverse clients is a must.
- Experience in nonprofit setting preferred.
- Bi-lingual strongly preferred.

Working Conditions:

This position will work in a shared office setting which includes sitting and working at a computer. However, this position will be required to handle behavior situations throughout the building which may require standing, walking, running, lifting, and crouching. Operation of office equipment will also be required such as a printer and computer/laptop.

Background Check:

Applicants must have successfully passed a background check with no related offenses jeopardizing the integrity of our program.

Americans with Disabilities Act Compliance (ADA)

Family Service of El Paso is an Equal Opportunity Employer. ADA requires FSEP to provide reasonable accommodation to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Note: This Class Description does not constitute an employment agreement between Family Service of El Paso and an employee and is subject to change by the Agency as its needs change.

To Apply please complete the 2 following steps:

1. Email your cover letter & resume to dchayer@familyserviceofelpaso.org
2. Click here to complete job application:
<https://form.jotform.com/222416476551153>