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| **JOB DESCRIPTION** |
| **JOB TITLE** | CLINICAL SERVICES MANAGER | **pAYROLL JOB CODE** | 410 - CLINICAL |
| **LOCATION** | AGENCY OFFICE | **credentials** | -- |
| **Department** | CLINICAL | **REPORTS TO** | VP, Clinical Services and Compliance |
| **fsla sTATUS** | EXEMPT | **STARTING PTO LEVEL** | 1 | **EMPLOYMENT CLASS** | FULL TIME |

**Summary**

The Clinical Services Manager is responsible for the overall performance of the agency’s Clinical Services Department. In this role, the Clinical Services Manager will ensure the agency delivers quality services to its clients and remains in compliance with State and local regulations. Specifically, this position manages the agency’s Nurse Monitoring function to ensure clients’ well-being is maintained and that State regulations and requirements are met. In addition, the Clinical Services manager will manage the agency’s Quality Assurance (“QA”) functions as well as its Client Education and Advocacy functions.

**Essential Job Duties AND Responsibilities**

* Assists agency leadership with the execution of an overall plan for the agency’s clinical operations.
* Recruits Nurse Monitors and oversees the orientation, supervision, and retention of Nurse Monitors and other clinical staff, whether employed or contracted.
* Oversees the Nurse Monitoring program including the completion and submission of all Nurse Monitoring documentation in accordance with State and other regulatory requirements.
* Develops systems and processes to assign appropriate levels and frequencies of Nurse Monitoring visits, in accordance with State requirements, and ensures visits are made as scheduled.
* Oversees the accuracy of Nurse Monitor invoices and submission to the Finance Department.
* Evaluates and prepares (or oversees the preparation) of Condition Change reports, Reportable Events reports, recommendations for ancillary services, and other quality control forms in accordance with State regulations and company policy. Communicates Nurse Monitor findings and recommendations to Client Relationship Managers and Support Planners as appropriate.
* Manages the agency’s QA function, including appropriate internal audits, to ensure compliance with Plans of Services, RSA regulations, and client satisfaction. Participates in the agency’s client satisfaction survey process and works with the Operations and Clinical Services staff to review results and initiate corrective/enhancement measures.
* Responsible for the company’s Client Advocacy function including training/supporting the agency’s Client Relationship Managers, clients, and families regarding the healthcare programs and benefits available, and navigating program-related processes. Directs clients to Support Planners as required.
* Supports the agency’s record retention policies for client records, and ensures appropriate training and adherence to such policies for all Clinical employees and contractors.
* Develops and maintains professional Clinical Department relationships with State and local government and Case Managers and Support Planners.
* Sets department and staff goals, demonstrates strong leadership, coaching, and employee development skills, and maintains an open, positive, professional and fun environment.
* Participates in research and launch of new programs and projects dedicated to improvement of service quality and enhancement of the services offered.

**PROFESSIONAL REQUIREMENTS**

* Adheres to dress code, appearance is neat and clean;
* Maintains client confidentiality at all times;
* Reports to work on time and as scheduled, completes projects within designated timelines;
* Attends annual review and agency in-services, as scheduled;
* Attends daily operations meetings and staff meetings regularly, as required;
* Represents the agency in a positive and professional manner;
* Actively participates in performance improvement and continuous quality improvement activities;
* Complies with all agency policies including regarding ethical business practices;
* Communicates the mission, ethics, and goals of the agency.

**QUALIFICATIONS:**

* College degree or equivalent required;
* Two to five years’ experience in clinical operations and some experience in management functions;
* Must possess strong organizational and planning skills;
* Must possess the ability to handle a variety of projects and prioritize workload;
* Must have leadership potential;
* Must have strong, positive interpersonal skills;
* Must demonstrate discretion in handling of confidential information;
* Must have a sense of accountability and responsibility.

**LANGUAGE SKILLS:**

* Able to communicate effectively in English, both verbally and in writing;
* Additional languages preferred.

**KEY COMPETENCIES**

**Compassion**: Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.

**Composure**: Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn’t show frustration when resisted or blocked; is a settling influence in a crisis.

**Customer Focus**: Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

**Decision Quality**: Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.

**Directing Others**: Is good at establishing clear directions; sets stretching objectives; distributes the workload appropriately; lays out work in a well-planned and organized manner; maintains two-way dialogue with others on work and results; brings out the best in people; is a clear communicator.

**Fairness to Direct Reports**: Treats direct reports equitably; acts fairly; has candid discussions; does not have hidden agenda; does not give preferential treatment.

**Functional/Technical Skills**: Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.

**Integrity and Trust**: Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; does not misrepresent him/herself for personal gain.

**Listening**: Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

**Managerial Courage**: Doesn’t hold back anything that needs to be said; provides current, direct, complete, and “actionable” positive and corrective feedback to others; lets people know where they stand; faces up to people problems on any person or situation (not including direct reports) quickly and directly; is not afraid to take negative action when necessary.

**Organizational Agility**: Knowledge about how organizations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices and procedures; understands the cultures of organizations.

**Priority Setting**: Spends his/her time and the time of others on what’s important; quickly zeros in on the critical few and puts the trivial aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

**Drive for Results**: Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.

**Managing Vision and Purpose**: Communicates a compelling and inspired vision or sense of core purpose; talks beyond today; talks about possibilities; is optimistic; creates mileposts and symbols to rally support behind the vision; makes the vision sharable by everyone; can inspire and motivate entire units or organizations.

**PHYSICAL CAPABILITIES**

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| **Physical Requirements:** | Medium work **–** Exerting up to 50 lbs. of force occasionally or up to 20 lbs. of force frequently, or up to 10 lbs. of force constantly to move objects; including the human body. |
| **Visual Acuity:** | Arm's reach visual acuity **–** Worker is required to have visual acuity to perform activities such as operating machines (i.e. lathes, drill presses, power saws & mills) where the seeing job is at or within arm’s reach; performing mechanical or skilled trades tasks of a non-repetitive nature (i.e. ones by carpenters, technicians, service people, plumbers, painters, mechanics, etc.)Close visual acuity **–** Worker is required to have close visual acuity to perform activities such as preparing & analyzing data & figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts or operation of machines (including inspection); using measurement devices; or assembly or fabrication of parts at distances close to the eyes.General observations visual acuity **–** Worker is required to have visual acuity to determine the accuracy, neatness & thoroughness of the work assigned (i.e., custodial, food services, general labor, etc.) or to make general observations of facilities or structures (i.e., security guard, inspection, etc.)Motor vehicle visual acuity **–** Worker is required to have visual acuity to operate motor vehicles or heavy equipment. |
| **Physical Activities:** | Balancing **–** Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or moving surfaces. This factor exceeds the amount & kind of balancing required for ordinary locomotion & maintenance of body equilibrium.Feeling **–** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.Fingering **–** Picking, pinching, typing or otherwise working, primarily with fingers rather than with whole hand or arm as in handling.Grasping **–** Applying pressure to an object with the fingers and palm.Hearing **–** Perceiving the nature of sounds at normal speaking levels with/without correction, & having the ability to receive detailed information through oral communication, & making fine discriminations in sound.Kneeling **–** Bending legs at knee to come to a rest on knee or knees.Lifting **–** Raising or moving objects/patients from a lower to higher position or horizontally from position to-position. This factor is important if it occurs to a considerable degree & requires the substantial use of the upper extremities & back muscles.Pulling **–** Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.Pushing **–** Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.Reaching **–** Extending hands or arms in any direction.Repetitive motions **–** Making substantial movements/motions of the wrists, hands, or fingers.Standing **–** Remaining upright on the feet, particularly for sustained periods.Stooping **–** Bending body downward & forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities & back muscles.Talking **–** Expressing or exchanging ideas by means of the spoken word; those activities where detailed or important spoken instructions must be conveyed to other workers accurately, loudly, or quickly.Walking **–** Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another. |
| **Physical Conditions:** | Exposed to Inside conditions **–** Subject to inside environmental conditions; protected from weather conditions, but not necessarily from indoor temperature changes.Required to wear a respirator **–** Worker maybe required to wear a respirator.Exposure to infectious disease **–** Subject to infectious diseases including blood & other potentially infectious body fluids & tissues.Work around mental health patients – Worker maybe required to function around mental health patients.Not exposed to adverse conditions **–** Worker is not substantially exposed to adverse environmental conditions (as in typical office or administrative work). |

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| **Acknowledgement**  |
| I have read the above job description and fully understand the requirements set forth. I understand the agency reserves the right to revise and/or changes job duties, tasks, work hours/shifts, and work requirements at any time. I have noted below any job duties that I am not able to perform, with or without accommodation. I have also noted any accommodations that are required to enable me to perform these duties. Comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Employee Print Name: | Employee Signature: | Date: |
| Supervisor Print Name: | Supervisor Signature: | Date: |