

NORTHPOINTE BEHAVIORAL HEALTHCARE SYSTEMS JOB DESCRIPTION

Job Title: Director of Outpatient Services
Reports To: Chief Clinical Officer
FLSA Status: Exempt
Classified As: Administrative
Effective Date:

SUMMARY:

The Director of Outpatient Services is responsible for the formulation, development, budgeting, implementation and operations of clinical outpatient care management and therapy services. This position provides leadership and management to clinical care managers and care managers and community collaborations. This position is responsible for the planning, development, coordination and oversight of programs serving the needs of those seeking outpatient mental health services. This position will ensure essential elements of policy and evidence-based practices at the individual level, system level and peer-delivered level.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by the supervisors.

QUALIFICATIONS:

All providers must meet qualifications set in the Michigan Medicaid Provider Manual, including: must be at least 18 years of age; able to prevent transmission of communicable disease; able to communicate expressively and receptively in order to follow individual plan requirements and beneficiary-specific emergency procedures, and to report on activities performed; and in good standing with the law (i.e., not a fugitive from justice, a convicted felon who is either under jurisdiction or whose felony relates to the kind of duty to be performed, or an illegal alien). Licensed professionals must act within the scope of practice defined by their licenses.

This position will be knowledgeable of, advocate for, and actively support: 1) culturally competent, recovery-based practices, 2) a family-driven and youth-guided approach to service delivery for children and their families; and 3) a trauma informed culture of safety to aid individuals in their recovery process. To support this, lived experiences with behavioral health issues is desired.

EDUCATION, CERTIFICATES and/or EXPERIENCE:

1. Minimum of a Master's Degree in Social Work, Psychology or Counseling, with Licensure in the State of Michigan as a Limited Licensed Master's Social Worker, Licensed Master's Social Worker, Temporary Limited Licensed Psychologist, Limited Licensed Psychologist, Temporary Licensed Professional Counselor or Licensed Professional Counselor. Must obtain full clinical licensure (i.e., LMSW, LLP or LPC) within 6 months of being eligible for such licensure.
2. Must be credentialed as a Qualified Mental Health Professional (QMHP), Qualified Intellectual Disability Professional (QIDP), and Child Mental Health Professional (CMHP)
3. Must meet qualifications to maintain licensure regulated by the Michigan Department of Licensing and Regulation and NBHS's credentialing criteria.
4. TF-CBT endorsement preferred, training required
5. DBT endorsement preferred, training required
6. FPE endorsement preferred, training required
7. Supervisory experience preferred

LANGUAGE SKILLS:

1. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations.
2. Ability to write reports, grants, business correspondence and procedure manuals.
3. Ability to effectively present information and respond to questions from groups of managers, consumers and the general public.

MATHEMATICAL SKILLS:

1. Ability to work with mathematical concepts such as probability and statistical inference.
2. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

REASONING ABILITY:

4. Ability to define problems, collect data, establish facts and draw valid conclusions.
5. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl.
2. The employee is regularly required to sit and talk or hear.
3. The employee must occasionally lift and/or move up to 50 pounds.
4. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here 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.

1. The noise level in the work environment is usually moderate.
2. The employee is occasionally exposed to blood-borne pathogens.
3. The employee occasionally works near moving mechanical parts and in outside weather conditions and is occasionally exposed to fumes or airborne particles.
4. The employee is expected to travel throughout Northpointe's catchment area on a regular basis.

CONFIDENTIALITY:

The effectiveness of NBHS and its services is dependent upon confidential relationships with people. It is the policy of NBHS that all client related information shall be kept confidential according to Section 748 of Act No. 258 of the Privacy Acts of 1974. Employees shall not divulge information about other staff, clients or information contained in agency files, emails and records except to other employees who may need such information in connection with their duties.

REQUIRED TRAININGS:

The following Northpointe trainings are required for this position:

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| 1. Case Management | Required within 30 days of hire |
| 2. Children's Training | 24 hours of training required annually. |
| 3. CAFAS and LOCUS | Required within 6 months of hire. Biannual reviews required. |
| 4. Clinical Documentation | Required within 30 days of hire. Reviews as necessary. |
| 5. Corporate Compliance & Ethics | Required within 30 days of hire. Annual reviews are required. |
| 6. Customer Service I | Required within 30 days of hire. Reviews as necessary. |
| 7. DECA-IT/DECA-C | Required within 6 months of hire. |
| 8. Diversity | Required within 30 days of hire. Annual reviews are required. |

9. Driver Safety	Required before driving an agency vehicle. Reviews as necessary.
10. Drug Free Workplace	Required within 30 days of hire. Reviews as necessary.
11. Harassment	Required within 30 days of hire. Reviews as necessary
12. Health and Medications	Required within 90 days of hire. Annual reviews required
13. HIPAA	Required within 30 days of hire. Annual reviews required
14. Infection Control	Required prior to initial assignments to tasks where occupational exposure may occur. Annual reviews required
15. Medicare Parts C&D: Combatting Fraud, Waste & Abuse	Required within 30 days of hire. Annual reviews required
16. Medicare Parts C&D: General Compliance	Required within 30 days of hire. Annual reviews required
17. Nonviolent Intervention	Required within 3 months of hire. Annual reviews required
18. NorthCare Network Medicaid Basics	Required within 30 days of hire. Reviews as necessary
19. NorthCare Network Org. & Comp.	Required within 30 days of hire. Reviews as necessary
20. NorthCare Plan for Difficult Times/Advance Directives	Required within 30 days of hire. Annual reviews required
21. Organizational Determinations	Required within 30 days of hire. Annual reviews required
Appeals Grievance/MI Health Link	Required within 30 days of hire. Annual reviews required
22. PECFAS	Required within 6 months of hire. Biannual reviews required
23. Person Centered Planning/LEP	Required within 30 days of hire. Annual reviews required
24. Recipient Rights	Required within 30 days of hire. Annual reviews required
25. Safety	Required within 30 days of hire. Annual reviews required
26. Trauma Informed Care Level 1&3	Required within 30 days of hire. Annual reviews required

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Oversee and coordinate the overall professional and administrative work of Outpatient Services
 - a. Care Management Services
 - b. Therapy Services
 - c. Peer Support services
2. Develop program structure by developing strategies, objectives, priorities, division of work, accountabilities and communications systems for outpatient clinical staff.
3. Promote positive program results by developing proposals and implementing plans for evidenced based and promising practice service delivery; introducing positive behavioral practices; presenting action plans; defining and recommending policies and procedures; designing and conducting team building; and directing the development of short and long term goals and monitoring program outcomes.
4. Network and collaborate with other community partners to promote coordination and delivery of services at the local, regional and state level. Participate on community collaborations and coordinate the Community Huddles.
5. Supervises contracts associated to programs/services and serves as a liaison. Conducts documentation reviews, review of billing reimbursements submitted to NBHS, participates in site review process, engages in problem resolution for day to day matters, provides training, and makes recommendations for contract amendment as necessary
6. Responsible for the overall orientation, training, direction, coordination, supervision and evaluation of assigned staff. Ensures that documentation of staff is in compliance with agency policies and procedures and all other regulatory requirements.
7. Diagnose and resolve problems by examining and monitoring performance records, providing continuous communication and supervision. Resolve problems by presenting and evaluating options, guiding decisions, and recommending courses of action.
8. Communicate effectively and professionally during discussions of personnel related matters, including corrective action, problem resolution, and employment termination meetings.
9. Ensure program compliance to meet all state and local licensing regulations and program and agency policy and procedures by observing, monitoring, supervising and training. Collaborate with

Chief Clinical Officer and Chief Executive officer to ensure programs, program implementation, and service provision within applicable areas occurs as identified in the Medicaid Provider manual, PIHP/CMH contract, MDHHS/CMH contract, and other required and best practice regulatory requirements.

10. Maintain and improve service quality through collaboration with other members of Leadership and implementation of quality assurance policies and procedures
11. Functions as Liaison for:
 - a. Primary Care Providers
 - b. Community Mental Health Providers
 - c. Nursing homes
 - d. Other community providers
12. Ensure training related to provision of outpatient services provided to all agency staff/clinicians as required or "as needed"
13. Provide direct services as required.
14. Acts as a member of the supervisory backup system (BUS) during core business hours; participates in supervisory backup system for after-hours crisis support to clinical on call staff
15. Advocates for the rights of recipients at all times. Protect and promote recipient rights and comply with reporting requirements established by the Mental Health Code and procedures of the Community Health Services Board.

COMPETENCIES:

1. Demonstrates ability to effectively access, link and coordinate services using a person-centered, multidisciplinary team process.
2. Demonstrates an understanding of developmental disabilities service options and can effectively use such knowledge in the development of effective goals, methodologies and therapeutic interventions.
3. Demonstrates knowledge of high risk behaviors and be able to appropriately assess all populations for potential harm to self or others.
4. Demonstrates the ability to accurately assess crisis situations, determine appropriate interventions and provide clinical justification through comprehensive documentation.
5. Demonstrates the ability to prioritize multiple tasks, meet required time frames and document activities in accordance with policies and procedures.
6. Demonstrates effective oral and written communication skills, be able to present information to a variety of professionals and the general public.
7. Demonstrates proficiency in microcomputer software necessary to perform job functions.
8. Demonstrates adherence to policies and procedures on confidentiality and consumer rights.

JOB DESCRIPTION ACKNOWLEDGEMENT:

I have received and reviewed this job description for Northpointe Behavioral Healthcare Systems. I fully understand my obligations and responsibilities as outlined herein.

Employee Signature

Date