



DOC WAYNE

Senior Director of Clinical Programs

Supervisor: Managing Director

Job Description

With a team of direct reports including the Director of Clinical Partnerships, Clinical Director, Senior Clinical Supervisor and Recess Manager, plan, direct, oversee and manage the portfolio of services that exist within the structure of the organization which includes direct service clinical programs with youth and The Community Clinic. Ensure efficiency in operations holding clinical quality and excellence in our service delivery system. Collaborate externally with referral sources and external stakeholders to ensure a steady flow of eligible clients to their program(s) and that we are meeting the needs of the community.

Essential Functions

- Work with the Managing Director to assess, develop and implement program(s) services appropriate to the needs of clients and their families. Ensure services are coordinated and integrated. Regularly evaluate services and implement plans, with measurable outcomes, for continual improvement
- Provide agency thought leadership for special initiatives offered through state funders; lead internal and external initiatives around such services (e.g., BSAS, DPH, DMH) in collaboration with the reporting team.
- Oversee high level program-related partnerships and coalitions (ex: Department of Public Health, Department of Mental Health, YMCA, Tierney Learning Center, Boston Public School Collaborative, Surround Care Coalition). Attend monthly/quarterly meetings and represent program(s) and agencies at internal and external meetings. Act as a liaison to providers and community resources.
- Serve as the initial point of contact for new high-level clinical partnership inquiries (ex: school districts)
- Consult with clinical leadership in their strategic and clinical management of services, programs, and clinical operations.
- Plan, direct and oversee the activities within the program(s).
- Oversee all program(s) staff and provide regular one on one supervision to assigned leadership members. Provide weekly 1:1 supervision for direct reports; provide clinical supervision to clinicians on a weekly, bi-weekly, or monthly basis as needed.
- Ensure regular feedback and guidance is provided for employee development and enhanced productivity. Administer the performance evaluations and performance management process.

- Participate in the selection, disciplinary process and termination of all direct service staff and supports within designated departments.
- Promote a positive work environment.
- Demonstrates fitness for team leadership in ethics, boundaries, respect and role modeling of relationships for youth and staff
- Work with leaders across the organization to embed and promote diversity, equity, inclusion and belonging (DEIB) across the organization
- Establish, maintain and nurture working relationships with community agencies, and federal, state, and local agencies to ensure a steady flow of eligible clients to program(s).
- Establish, review and implement program(s) policies and procedures. Continuously consider new processes and initiatives to improve and/or expand services as appropriate.
- Maintain effective working relationships with agency staff. Leverage the breadth and depth of agency resources available to ensure the successful management of the program(s). Responsible for compliance with policies of the agency at the Program(s) level.
- Participate in the development and implementation of the annual operating budget for the program(s). Monitor performance against approved budget allocations, investigate variances, and implement corrective actions as necessary. Communicate with the Managing Director and CEO on issues related to budget or budget requests.
- Oversee the intake and discharge process in collaboration with the Intake Coordinator and ensure all appropriate paperwork and all data entry is completed and delivered in a timely, efficient manner. Maintain program(s) census and ensure program(s) is following relevant agency guidelines.
- Familiarity with EHR (eHana) and working with clinical operations team on managing and improving EHR capabilities including scheduling, billing and tech support as needed
- Oversee risk management and participate in crisis resolution. Review, approve and process critical incident reports to Quality Management and appropriate staff.
- Develop and prepare various reports as required, such as program(s) updates and share appropriate feedback with staff. Provide information on program(s) goals and objectives, treatment plans, resources and other pertinent information to appropriate collaterals as needed.
- Ensures programs operate in accordance with all licensing and accreditation standards
- Collaborate with director of learning and clinical management team on developing and implementing professional development and clinical trainings using Relias
- Oversee 24 hour on-call support and provide rotating coverage to assure 24/7 on call program(s) support
- May provide direct care and/or services to clients and families in the program(s)
- Report all risk management concerns to the Managing Director and CEO in a timely manner
- Perform other duties as assigned including cross collaboration with leadership and directors of other departments at Doc Wayne to achieve mission.

Education and Experience

- Proven leadership and management experience in a multi-disciplinary setting required
- Experience managing multisite community and/or school-based programming
- Masters Degree in Social Work, Counseling, Human Services and/or Education required

- Independently licensed (LMHC or LICSW) with at least three years of post-independent licensure experience
- At least 5 years supervisory experience in managing mid to senior level management positions
- Experience with electronic health records and insurance billing
- Computer literate including Microsoft Office with the ability to learn new software applications