

# Eastern Virginia Adult Care, LLC

*The Leader in Professional Healthcare*



## Clinical Supervisor

### **Position Description**

The clinical supervisor is the person responsible for the operational activities of a clinic. The Clinical Supervisor has the responsibility for all administrative matters related to case management. In that managerial role, the clinical supervisor performs a variety of operational and human resource-related tasks. They schedule, coordinate, and direct the activities of clinic employees; often, they schedule employees' hours and delegate the tasks to clinic employees to perform. The clinical supervisor oversees employees' activities to make sure they are of sufficient quality and meet the standards of all applicable laws and regulations.

### **Position Qualifications**

The Clinical Supervisor shall be a degreed professional with at least one year's mental health or clinical experience. The Clinical Supervisor must have knowledge of DBHDS, Human Rights, and Medicaid standards and must meet LMHP-E status as established by state regulations.

### **Position Responsibilities**

- Report to the Program Director and Executive Director of the agency while following operational directions accordingly.
- Conduct face-to-face assessments and submit completed documentation to the Clinician to be reviewed and signed.
- Schedule and supervise all clinical operations and evaluate all service programs and ensure compliance to all key principles.
- Administer all treatment plans and ensure adherence to all federal and state regulations and study policies and procedures and organize various clinical treatment team meetings.
- Evaluate treatment plans and ensure work within timeframe and provide training to all clients according to organization policies and coordinate with the HR department to provide assistance.
- Maintain and analyze all client records and prepare reports for all treatments and develop and implement all safety plans and update all reports for discharge and evaluate all clinical records to ensure accuracy.
- Administer and evaluate sign for all progress notes for effective treatment and supervise efficient working of clinical staff in treatment unit.
- Develop and maintain professional relationships with all communities and maintain knowledge on all program objectives and maintain understanding of all clinical trials.
- Manage all communication with employees in any form and facilitate effective working environment in unit and promote working of all clinical procedures.
- Evaluate and recommend changes if required to all clinical policies and procedures to improve all services.
- Monitor all patient care activities and administer all operations and organize orientation sessions for clinical staff.
- Directly supervise all Mental Health Caseworkers.
- Participate/conduct treatment teams, staff meetings and supervision.
- Act as On-Call Supervisor and assist in managing crisis and critical incidents

## Clinical Supervisor (Continued)

- Ensure weekly contact with direct reports that should include progress notes and provide feedback and evaluation of work performance.
- Complete quarterly and yearly performance evaluations in a timely manner and provide appropriate coaching and counseling to ensure all employees perform at satisfactory level by identifying when discipline is appropriate.
- Follow HIPPA and Human Rights Regulations regarding confidentiality and ethical practices as it relates to staff and clients.
- Contribute to the referral base and maintain positive rapport to ensure client satisfaction.
- Conduct face-to-face assessments and submit completed documentation to reviewed and signed.
- Clinician must contact potential client within 24 hours of receiving the referral and submit a written diagnostic assessment and fax the precertification request within 72 hours to insurance agencies (MCOs) or Magellan.
- Provide the Program Director a weekly report of programmatic updates/changes and meet weekly with the clinical team to discuss and review the status of the programs and staff issues.
- Assist/problem-solve with clinical team with general issues related to insurance agencies and Magellan.
- Meets with program QMHPs to provide supervision both individually and group.
- Assists with developing ISP's, quarterlies, and other reporting documentation.
- Recommends, prepares, and facilitates trainings to assist staff in better meeting the needs of clients.
- Maintain quality and integrity of services rendered as well as documentation, professionalism, and development.
- Reviews progress notes and/or reports weekly; reissues progress notes/reports for corrections to QMHPs ensuring they are returned and filed in a timely manner.
- Reviews client files to ensure proper and complete documentation of actions and services.
- Actively assist staff throughout the day and/or week via email, phone, and in person.
- Accompany staff to multidisciplinary meetings (i.e.-FAPT) and court hearings as needed.
- Provides direct clinical services to clients, including individual, family, couple, and group therapy, issue specific and educational groups.
- Provide crisis intervention, support services, and home visits as needed.
- Any other assigned duties or responsibilities as deemed necessary.