Job Posting

**SUMMARY:**
The Clinical Team Manager (CTM) of Forward Solutions (FS) and Mobile Outreach to Seniors Team (MOST) is responsible for promoting the mission and vision of Journey Mental Health Center, Inc. and for providing agency leadership to achieve JMHC's overall cultural competence and consumer involvement goals. This encompasses a broad range of activities, including organizing, administrating and supervising the day-to-day operations to promote culturally competent clinical services and recruit/retain culturally diverse staff. S/he oversees the program’s personnel, service delivery, program development, quality assurance, design and analysis of program outcomes, and contract compliance. S/he coordinates efforts with other JMHC and community programs, providing advocacy, training and education, assisting in contract and budget negotiations, and influencing public policy development at agency, system wide, and State levels. The CTM is responsible to the Director of Community Services, and may assume other duties as assigned.

**QUALIFICATIONS:**

**ESSENTIAL:**
- Master’s Degree in related human services field
- Meets relevant state licensing requirements for billable clinical services
- Five years relevant mental health clinical experience that includes supervisory experience (supervisory experience may be either in mental health or AODA services)
- Strong commitment to improving the cultural competence of the program, as demonstrated by: valuing difference/diversity; recognizing limitations in personal competencies and expertise; and having concrete ideas about how to improve cultural awareness, knowledge and skills of self, staff and program
Strong commitment to respecting consumers and having concrete ideas about how to improve the meaningful involvement and participation of consumers in the program

Strong commitment to community-based services for persons with high needs and low resources

Knowledge about staff development and supervision, program planning and quality assurance

Demonstrated ability to work effectively with large systems (i.e., courts, human service staff)

Ability to lead a multidisciplinary team

Excellent communication skills

Possession of a valid driver’s license, a favorable driving record, adequate insurance (per WI law) and access to an automobile

**PREFERRED:**

- Demonstrated expertise in providing cross-cultural MH and/or AODA services
- Experience in budget management and contract negotiation
- Special areas of expertise in addition to above, such as: dual diagnosis, vocational rehabilitation, work with consumer support groups

**RESPONSIBILITIES:**

A. **Program Management** *(High Responsibility; 35% Of Effort)*

1. Recruit, hire, supervise, support, and mentor the Forward Solutions (FS) and MOST Senior Clinical Specialists and Program Support Specialists; provide timely feedback to them about their performance, and seek feedback from them. Make personnel recommendations to Senior Clinical Specialists regarding hiring, promotion, disciplinary action, termination and leaves of absence of their supervisees.

2. Provide guidance, mentoring, oversight and support of the programs efforts to maintain compliance with JMHC’s strategic plan for cultural competence, state licensor and billing regulations, program budgets and JMHC policies.

3. Provide guidance, mentoring, oversight and support of efforts to have culturally competent working relationships with other providers and the greater community.

4. Promote staff development, provide timely feedback to staff about their performance, and seek feedback from program staff, to maximize individual and team cultural/clinical competence.

5. Coordinate and oversee plan to hire and retain a diversified work force.

6. Coordinate and oversee the planning, development and operation of the program services to maximize cultural/clinical competence, consumer involvement, accessibility and cost effectiveness.

7. Initiate new programs and redesign services, as appropriate, to meet the cultural/clinical needs of consumers and community.

8. Provide consultation and training to other mental health programs and community agencies and manage situations that require special attention and support such as crises, consumer grievances.

9. Oversee student and volunteer efforts in the program.

B. **Quality Assurance** *(High Responsibility; 30% Of Effort)*

1. Oversee program compliance with state licensing and billing regulations, including the required documentation in consumer treatment records.

2. Oversee program compliance with agency strategic plan for cultural competence.
Provide interpretation of agency mission, vision, and policies, for program staff and oversee staff compliance with agency and program polices and contract requirements.
3. Prepare and manage programs’ operating budgets.
4. Oversee required reports, as needed.
5. Facilitate program staff meetings.
6. Participate In Scheduled Manager Meetings, And Other Supervisory/policy Meetings, As Appropriate.

C. Clinical Services (High Responsibility; 20% Of Effort)
1. Supervise the development and operation of programs cultural/clinical services.
2. Oversee, support, and provide consultation to the team regarding cultural/clinical work. Provide cross-cultural coaching to team members.
3. Provide direct services to two or three consumers for the purposes of fidelity to the CSP, model and to demonstrate good clinical/cultural service provision to staff; or provide side-and-side service to consumers in lieu of a case load.
4. Supervise in-depth assessments of all new consumers, teaching the use of cultural competence and consumer recovery principles.
5. Assure that treatment plans are timely and well done, and that case noting is adequate.

D. Community Advocacy And Public Relations (High Responsibility: 10% Of Effort)
1. Represent the agency and program’s culturally/clinically competent service mission to other agencies, funding sources and the general public.
2. Provide leadership about culturally/clinically competent mental health and related services to policy making and training groups, as requested.
3. Coordinate and oversee that the program has culturally competent working relationships with other providers and the greater community, as appropriate.

E. Agency Leadership (High Responsibility: 5% Of Effort)
1. Assume a leadership role in FS and MOST within the CSP subsystem, and within JMHC that actively promotes the agency’s mission, vision and policies.
2. Assume a leadership role that actively works to reduce collusion and prevent sabotage of the agency’s mission, vision and policies.

The above statements are not to be interpreted as an exhaustive list, but are intended to describe the general nature and level of work being performed by this employee.

Applications are available:
- at www.journeymhc.org/careers
- or pickup at Journey Mental Health Center, 625 W Washington Ave., Madison, between 8 a.m. and 8 p.m. Monday-Thursday and 8 a.m. to 5 p.m. Friday

Resumes are NOT accepted in place of completed application forms, but can be attached. Employment is contingent upon a receipt of favorable results of background history and driver’s record check.

Journey Mental Health Center is an Equal Opportunity/Affirmative Action Employer. It
is the agency’s belief that staff diversity and cultural competence are the foundation for services, which are accessible, effective, and relevant to the diverse needs of Dane County children, youth, families, and adults. Women, disabled, and culturally diverse applicants are strongly encouraged to apply.