Job Posting

15164 Behavior Health Manager - Clinical Team Manager

FTE

Clinical Team Manager

Until Filled

100% FTE

15164

Outpatient Services

Non-Bargaining

$51,914 – $62,821

ABOUT THE POSITION

We have an opening for a Clinical Team Manager (CTM). The CTM is responsible for management of the day-to-day functioning of the outpatient therapy, case management, and medication services of Journey Mental Health Center, Inc. (JMHC). In close coordination with the Director of Program Services and the Outpatient Services management team, the CTM provides direction, leadership, support and backup to the Clinical Team Leaders and overall staff to ensure the efficient, consistent and smooth functioning of outpatient services including substance use disorder and mental health services for adults, families, adolescents and children. The CTM leads efforts in clinical program development including programmatic efforts to meet the needs of current contracts and funders.

BENEFITS THAT COME WITH WORKING AT JOURNEY!

Journey is on the cutting edge of providing services to those in our community who suffer from substance use, mental health and related medical illnesses. We are a training ground for local colleges and others in the behavioral healthcare field in Dane County. Our staff include clinical interns as well as seasoned employees who have decades of longevity!

We offer an excellent benefit package. To insure a healthy life/work balance we offer 5 weeks paid time off your first year in addition to 9 paid holidays! Also included are health, dental, life, disability, long-term care insurances. Our retirement options include both a 403b and a fully vested pension plan after just one year!

If you are interested in making a difference in your community, we would appreciate the opportunity to review your resume!

Following is the job description

Summary
The Clinical Team Manager (CTM) is responsible for management of the day-to-day functioning of the outpatient therapy, case management, and medication services of Journey Mental Health Center, Inc. (JMHC). In close coordination with the Director of Program Services and the Outpatient Services management team, the CTM provides direction, leadership, support and backup to the Clinical Team Leaders and overall staff to ensure the efficient, consistent and smooth functioning of outpatient services including substance use disorder and mental health services for adults, families, adolescents and children. The CTM leads efforts in clinical program development including programmatic efforts to meet the needs of current contracts and funders. The CTM is supervised by the Director of Program Services and may assume other duties as assigned.

Qualifications

Essential

- Master’s degree in related human services field with clinical supervision experience
- Licensed as an LMFT, LPC or LCSW and meets relevant licensing requirements for billable services and supervision for mental health and/or substance use disorder services
- Experience working with children, families and adults with serious mental health and/or substance use concerns in a community setting
- Demonstrated ability to clinically supervise an inter-disciplinary team
- Demonstrated understanding of contract compliance issues in family based, substance use disorder and adult mental health fields
- Ability to work in collaboration with a variety of behavioral health disciplines including case managers, psychotherapists, psychiatric nurses and prescribers
- Demonstrated commitment to vision and values of JMHC
- Knowledge of and demonstrated skill in providing culturally competent, trauma informed staff development and supervision, program planning and quality assurance
- Demonstrated ability to work in culturally competent, recovery oriented, and trauma informed manner with larger systems inside and outside an agency
- Strong organizational and leadership skills
- Excellent verbal and written communication skills
- Ability to be a flexible and creative participant in a changing system
- Possession of a valid driver’s license, a favorable driving record, adequate insurance (per state law) and access to a vehicle

Preferred

- Management experience in a human service provider agency
- Demonstrated ability to work cross-culturally
- Experience in crisis resolution
- Trained in process improvement
- Fluency in Spanish

Responsibilities

A. Management and delivery of clinical services

1. Coordinate recruitment, hiring, supervision and training of new staff including efforts to hire and retain a diversified staff.
2. Work closely with all members of the outpatient management team and Director of Clinical Programs in the planning, development and operation of clinical services for adults, families, adolescents and children receiving substance use disorder and/or mental health services.
3. Coordinate with the program Clinical Team Leaders and Director of Clinical Programs to
determine personnel decisions of promotion, disciplinary action, terminations and leaves of absence for staff.
4. Monitor service contracts, and guide clinical services to ensure contracts expectations are being met on a regular basis.
5. Ensure that program services are trauma informed, recovery oriented, and culturally competent through staff development and training activities.
6. Coordinate services with other JMHC programs and services including records, intake services, emergency services and the Clinical Assessment program.
7. Work with the DOS to ensure relevant clinical interests are represented at community consortiums, meetings and workgroups.
8. Provide clinical supervision to program Clinical Team Leaders.

B. Quality Improvement and Administration

1. Oversee service compliance with state licensing, certifications, and billing regulations, especially regarding the required documentation in client treatment records.
2. In conjunction with the outpatient management team provide day-to-day oversight of outpatient services clinical performance ensuring adherence to clinical standards of care.
3. In conjunction with the DOS, provide interpretation of agency mission, values, and policies and support staff understanding and compliance with the same.
4. Provide oversight of process improvement change projects and support staff input into changes in processes and services.
5. Convene, facilitate and participate in program staff meetings.
6. Provide direct supervision to program Clinical Team Leaders and Program Support Staff.
7. In collaboration with the DOS oversee the outpatient budget.

C. Community Advocacy and Public Relations

1. Represent the agency and program mission and values to other agencies, funding sources, and the general public.
2. Provide expert testimony about mental health, substance use disorders, trauma informed services, and related issues to policy-making groups, funding groups, and other meetings, as assigned.
3. Ensure positive and productive working relationships with other providers.

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.

Submit your resume to lori.wegner@journeymhc.org.

OR 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

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.