



POSITION EXPECTATIONS

TITLE: CLINICAL PRACTICE MANAGER

The mission of Thrive Counseling Center is to build healthy minds, families, and communities by empowering people to attain mental and emotional well-being. Hope, resilience, and recovery form the heart of our programs and services.

Job Summary: The Clinical Practice Manager position is responsible for maintaining the clinical integrity and quality of outpatient therapy services by streamlining processes and procedures, facilitating access and assessment, coordinating group services, facilitating clinical staff meetings, planning staff professional development training and coordinating clinical internships. The position also assists with the development of new programs, provides supervision and support to assigned staff, performance general administrative functions and may assume the duties of the Clinical Director in their absence. This position may also complete up to 3-4 clinical assessments per week.

Essential Job Functions

Management Responsibilities:

- Outlines processes and procedures across clinical services in collaboration with Clinical Director and Program Managers and supports effective implementation including training of staff.
- Monitors compliance with agency, licensure and accreditation standards as well as agency expectations for quality services through record and utilization reviews.
- Oversees and manages all aspects of access to services including initial screening, insurance verification, opening paperwork, clinical assessment, and staff assignment of cases.
- Facilitation and review of initial clinical assessments that determines the best approaches to treatment and services available.
- Coordinates and monitors standards for group therapy program services including processes for reviewing group proposals, recruiting group members and establishing standards for groups as a step up or step down from services.
- Facilitates or participates in weekly team meetings and monthly all clinical staff meetings.
- Plans and oversees monthly professional development trainings for all clinical staff and facilitates CEU trainings and agency wellness workshops as assigned.
- Provides oversight on the implementation and compliance of program procedures that ensures both effective operations and agency quality and standards for program and service delivery.
- Evaluates efficacy of the program through program reports, monitoring program data, and quality improvement reporting.
- Provides leadership in program planning based on trends in behavioral health and community-based services.

- Participates in strategic planning processes related to agency programming.
- Represents Thrive at community events and actively engages as a member of relevant community groups and networks.
- Identifies future program needs and directs the development of strategies to meet those needs in collaboration with the Clinical Director.
- Represents and promotes the values of the organization.
- Works in collaboration with the Clinical Director to develop, prepare and monitor fiscally appropriate budgets that enable the department to meet its goals, objectives and funding requirements.

Supervisory Responsibilities:

- Serves as a clinical supervisor (LPHA) to staff or interns providing clinical assessments.
- Identifies training needs for team and provides ongoing feedback to Clinical Director.
- Provides clinical supervision to assigned agency therapists fostering professional development and integration of best practices.
- Approves supervision hours necessary for a therapist to obtain clinical licensure.
- Supports clinical staff in completing risk assessments and is available to provide guidance in emergent clinical situations.
- Manages caseload for supervisees, including keeping track of due dates for own caseload and supervisees to ensure compliance with deadlines and targets.
- Facilitates group clinical consultation as assigned.
- Enables licensed eligible clinicians and interns to bill commercial insurance under their license in accordance with Thrive's contracts.

Clinical Assessment Responsibilities:

- Employs the best practice methods of assessment, clinical diagnosis and treatment for assigned clients.
- Utilize motivational interviewing skills to provide a safe space for people seeking services to identify readiness for change.
- Utilizes multicultural approaches to counseling for the purposes of assessment and treatment.
- Integrates trauma-informed principles in practice.
- Assures that required clinical documentation is completed as delineated by the accreditation and funding requirements in a timely manner.
- Ensures clinical documentation is completed per agency policy.
- Links clients to other services outside the scope of the Agency and acts as an advocate for clients with external providers as necessary.
- Adheres to ethical standards as outlined by professional association.
- Provides community education, workshops, and presentations upon request.
- Support the agency's marketing and fundraising efforts, sharing client stories when appropriate, warmly greeting supporters when touring the offices, and sharing Thrive's communications whenever possible.

Qualifications:

- Master's degree in a related mental health field
- Clinical licensure required (LCPC, LCSW)
- 2-3 years supervisory/management experience required

- Ability to work with diverse clients
- Experience with Medicaid Rule 132 and Rule 140 preferred

Physical Demands:

- While performing the duties of the job, the employee is regularly required to talk and listen
- The employee is frequently required to use hands to key, handle or feel and reach with hands and arms
- The employee is regularly required to sit or stand for prolonged periods of time
- The employee must occasionally lift and/or move up to 10 pounds.

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.
- The position description should not be construed to imply that these are the only duties, responsibilities, and qualifications for the position. Incumbents may be required to follow any additional related instructions, acquire related job skills and perform other related work as required.
- The employee may be required to work evenings and weekends.

Culture, Values, and Philosophy:

Thrive employees are expected to uphold the organization’s values of Compassion, Diversity, Equity, & Inclusion, Collaboration, Accessibility, and Innovation. Thrive employs a person-centered model of care and respects the people we serve as the authority on themselves and their needs. Thrive is only successful when it is fully integrated into the community and expects our employees to participate in a larger system of partners and resources. We meet our clients’ needs on a continuum of care based on Maslow’s hierarchy and make our best effort to support them at every level.

Thrive fosters continued professional development and believes in the importance of employees maintaining their own personal well-being. Our team is committed to nurturing a work environment where all feel supported and valued. We honor this commitment by approaching each other with compassion, embracing humility, counseling rather than canceling, appreciating authenticity, assuming responsibility, and recognizing when it is time to speak up or step back.

ACCEPTED: _____

Date: _____