

JOB DESCRIPTION: Clinical Manager

Job Title:	Clinical Manager	
Department:	Operations	
Reporting to:	Chief Operations Officer	
Department Head:	Chief Operations Officer	
Level: <u>Manager</u>	Type of position: <u>Full Time</u>	FLSA Status: <u>Exempt</u>
Position Summary		
<p>The Clinical Manager's main responsibility is to assist the Chief Operations Officer (COO) in overseeing daily care management. The Clinical Manager ensures high fidelity Wraparound by providing quality training, coaching, mentoring, tools, performance standards, metrics, and timely recognition of outstanding performance.</p> <p>The Clinical Manager works closely with the (COO) to identify strategic issues that have an impact on high fidelity Wraparound and translates agency's strategic directions into operationalized processes and tools to improve care manager competencies and care management quality.</p> <p>The Clinical Manager works closely with the (COO) to improve new hire onboarding, on-going development, and continuous improvement of processes and tools to support care management.</p>		
Key Responsibilities		
<ul style="list-style-type: none"> ▪ Advance the mission and values of Capitol County Children's Collaborative (CCCC) on behalf of staff, children and families, and system partners. ▪ Manages Care Manager Supervisors to oversee supervision activities and uphold quality standards in all aspects of care management as outlined in the Children's System of Care CMO and Operations Manuals ▪ Supervises and supports CM Supervisors in the areas of quality, deliverables, and clinical understanding of youth/family needs. ▪ Medicaid, and ID/D children comply with C2C regulations. ▪ Serves as back-up for the (COO) or supervisors when they are absent ▪ Recruits top talent to meet on-going care management human resource needs ▪ Works with Supervisors to ensure Wraparound principles and values are effectively incorporated in ISPs and reflected in WFAS measurement ▪ Collaborates with (COO) and with Community Resource Manager (CRM) to effectively identify community resources ▪ Collaborates with (CRM) to incorporate community resources into ISPs, and monitor provider quality ▪ Collaborates with QI & Technology to monitor performance metrics and design quality improvement interventions. ▪ Assists the (COO) in communicating and collaborates with System of Care partners, including relationship building, business process improvement, and problem solving ▪ Serves as a member on the (CCCC) leadership team ▪ Serves as back-up for support to on-call rotation. ▪ Strictly enforces confidentiality regulations and HIPAA at all times 		

Qualifications: Education and Experience

- Master's Degree in relevant discipline (e.g. social work, counseling, psychology, psychiatric nursing, criminal justice, special education)
- LPC or LCSW
- Minimum 4 years of experience with NJ Children's System of Care
- Minimum 4 or 5 years of supervisor experience in children's behavioral health, child welfare, special education, or juvenile justice working with at risk children with complex needs

Other Qualifications (certification, licensure, etc.)

- Clinical license in related field required.
- A valid US driver's license is required.
- Pre-employment background check and regular motor vehicle record check are required
- Bi-lingual skills a plus