

Job Description: Clinical Director
Job Category: Full Time, Non-Exempt
Original Date: 10/2023

Definition:

Under the general direction of the Executive Director, the Clinical Director will be responsible for the day-to-day management of Brain Injury Connections of the Shenandoah Valley's direct client service personnel and other program operations as delegated by the Executive Director. This position is responsible for the quality of program services delivered, via supervision, which distinguishes this position from that of a case manager. Additionally, the Clinical Director will develop resources and provide community outreach, carry a small caseload, and prepare reporting as assigned.

Distinguishing Characteristics:

This position will require the individual to manage personnel, prepare policies and procedures, design and monitor quality indicators, and manage client direct services budgets. The Clinical Director will work closely with the Executive Director, Case Managers, Administrative Director, private and public funding contacts and the public in general. The Executive Director may designate other duties.

Guided by the mission and values of the organization, the Clinical Director shall perform, at a minimum **but not limited to** the following:

- Administer the BICSV Case Management program and provide supervision, ensuring compliance with policies and procedures, as well as applicable legal and funding requirements.
- Provide direct Case Management to 3-5 individuals.
- Work collaboratively with Case Managers to provide client skill building, outcome improvement, and resolve any client issues.
- Ensure compliance with Medicaid requirements, funding contracts, and agency accreditation standards.
- Chair Triage and Case Management meetings to ensure complex cases are presented and the team actively problem solves issues.

- Conduct outreach and develop new relationships with vendors and resource referrals to enhance community collaborations. Pursue innovative funding opportunities.
- Monitor Case Manager's effectiveness in serving clients, achievement of caseload goals, and adherence to case management policies and procedures through regular performance evaluations conducted at least annually.
- Travel to each location at least quarterly to evaluate satellite Case Manager's work environment, contact local supporters, provide case consultation and develop action plans to improve performance of satellite office(s).
- Ensure Case Managers receive timely and appropriate training upon hiring, as well as on-going professional development.
- Prepare requisite case management reports.
- Ensure appropriate client record documentation via File Audits and Peer Reviews.
- Manage client expenditure process to ensure compliance with policies and procedures.
- As appropriate, serve as the first point of contact for all new referrals for services and coordinate the transition of referrals to the appropriate Case Manager.
- Assist in preparing and revising annual budgets.
- Collaborate with other BICSV staff and the Brain Injury Alliance of Virginia.
- Supervise clinical interns.

Knowledge Base:

Case Management and supervision; brain injury and its effects on individuals, families and communities; medical terminology, rehabilitation programs; knowledge of the services provided by Brain Injury Connections of the Shenandoah Valley, human resource management, fiscal management, public relations principles; computer software programs.

Job Requirements:

- Minimum of a Bachelor's Degree required; Masters degree preferred. Case Management experience required and supervisory experience preferred. Education in Social Work, Occupational Therapy, Special Education, Rehabilitation Counseling or related Health Services fields preferred.
- Certification, or 24-month action plan for acquisition of certification, as a brain injury specialist or an equivalent training in brain injury approved by the major state funding source.
- Valid driver's license and personal vehicle.
- Intermediate level computer skills as well as complex problem-solving and reasoning skills required.
- Supervise case managers, prepare clear, accurate and concise reports and reach conclusions based on gathered information.
- Must be able to read, write and proofread at a professional level.
- Physical mobility and strength sufficient for navigating among various office spaces, operating an office computer, communicating with staff, clients, and the public.
- The normal work space is an office that is accessible, smoke-free, and temperature controlled. The Clinical Director also travels to client homes which may not be accessible or smoke-free.
- Submit to and pass a criminal background check.
- Familiarity with CARF certification and providing Medicaid services a plus but not required.

Drug-Free Workplace and Equal Opportunity Employer and as such prohibits harassment and/or discrimination of any applicant or employee on the basis of race, religion, color, gender, gender identity, national origin, age, disability, sexual orientation or any other basis in compliance with the laws of the United States or of the Commonwealth of Virginia.