



Today's Date: January 23, 2022

Job Listing: Licensed Behavioral Health Therapist/Director -Ottumwa, Iowa

Summary: The therapist provides therapies to individuals, couples, children and families to promote optimum mental health. The therapist utilizes their unique skills and treatment modalities to meet the needs of the individual requesting services. Therapists work with individuals with Obsessive Compulsive Disorders, Depression, Adjustment Disorders, ADHD, Bereavement, Anxiety Issues, Phobias and other persistent mental health issues. Therapists are responsible for initial assessment, diagnostic summary, treatment plan, progress notes, discharge summary and referral for other services. Therapists write reports to the court upon request and testify in court when subpoenaed. This position is responsible in demonstrating case management skills to consult with other agencies as needed.

The supervisor directs, manages, and coordinates the day-to-day routine operational and administrative functions and activities of the clinic to include supervising provider staff, review of provider caseloads, monitoring delivery of client care services to include billing and collecting procedures responding to client complaints, serving as liaison with clients, visitors, vendors, businesses and other healthcare providers, students and academic institutions, and administration.

DUTIES AND RESPONSIBILITIES:

1. Maintain confidentiality, security, and physical safety of the medical record in accordance with HIPAA regulations and clinic policy and procedures.
2. Maintains confidential personnel records and discussions in accordance with clinic Policy and procedures.
3. Encourage clients to express their feelings and discuss what is happening in their lives, and help them to develop insight into themselves and their relationships.
4. Guide clients in the development of skills and strategies for dealing with their problems.
5. Prepare and maintain all required treatment records and reports.
6. Counsel clients and patients, individually and in group sessions, to assist in overcoming dependencies, adjusting to life, and making changes.
7. Collect information about clients through interviews, observation, and tests.

8. Act as client advocates to coordinate required services or to resolve emergency problems in crisis situations.
9. Develop and implement treatment plans based on clinical experience and knowledge.
10. Collaborate with other staff members to perform clinical assessments and develop treatment plans.
11. Evaluate clients' mental condition based on review of client information.
12. Meet with families, probation officers, police, and other interested parties to exchange necessary information during the treatment process as requested by the client.
13. Refer patients, clients, or family members to community resources or to specialists as necessary.
14. Counsel family members to assist them in understanding, dealing with, and supporting clients.
15. Evaluate the effectiveness of counseling programs and clients' progress in resolving identified problems and moving towards defined objectives.
16. Modify treatment activities and approaches as needed to reflect with changes in clients' status.
17. Learn about new developments in their field by reading professional literature, attending courses and seminars, and establishing and maintaining contact with other social service agencies.
18. Discuss with individual clients their plans for life after leaving therapy.
19. Gather information about community mental health needs and resources that could be used in conjunction with therapy.
20. Adheres to and promotes excellent customer service by interacting in a friendly and Professional manner with a wide range of clients, visitors, vendors, businesses and other Healthcare providers, students and academic institutions, and administration.
21. Consistently demonstrates a caring and helpful attitude when interacting with clients, visitors, students, vendors, and fellow employees.
22. Monitors and responds to client complaints and forwards relevant client complaints to administration as needed.

Supervisor duties include:

1. Performs administrative functions directly impacting daily clinical operation.
2. Participates in development of long and short range clinic goals.
3. Coordinates and implements new therapy programs.

Clinic Personnel Management/Supervision/Training:

1. Provide day to day supervision of clinic staff activity.
2. Monitor and Document clinic personnel performance.
3. Schedule/approve clinic personnel leave.
4. Approve continuing education for supervised staff.

5. Conduct new employee orientation as needed.
6. Schedule and conduct regular Clinic staff meetings.
7. Advise Administration in personnel matters relating to staff including:
 - a. Clinic staff planning
 - b. Recruiting and hiring
 - c. Corrective actions and terminations
 - d. Employee incentives and motivation awards.

Budgeting Activities

1. Assists Senior Management Team in planning and monitoring budget activities.
2. Monitors and evaluates contracts and grant programs.
3. Recommends necessary clinic equipment purchases.
4. Tracks/monitors clinic revenues, expenses, and services.

Operational Efficiency of Organization

1. Participates in utilization management and risk management activities.
2. Supports diagnostic and E&M coding accuracy, adherence with the corporate compliance plan, attainment of productivity targets, and claims preparation for third party reimbursement.
3. Maintains confidentiality and privacy in accordance with RHCHC policies and procedures and HIPAA guidelines.
4. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.

Quality Assurance, Performance Improvement Plan and Continuous Quality Improvement plan

Assists the Senior Management Team in designing and maintaining the clinics Quality Assurance Program, Performance Improvement Program and the Continuous Quality Improvement Program.

Liaison Responsibilities

- A. Functions as the clinic liaison with clients, visitors, vendors, businesses and other healthcare providers, students and academic institutions, and administration.
- B. Communicates overall RHCHC goals and objectives to all staff.
- C. Represents RHCHC at community events and functions as appropriate.

Administrative Activities

1. Participates in quality improvement review activities on a periodic basis, including systematic review of records and treatment plans.
2. Develops guidelines for practice in collaboration with physicians and psychiatrists.
3. Participates in research activities when indicated.
4. Participates in development of behavioral health care plan to support grant applications.
5. Attends department meeting and practice management meetings.
6. Participates in the development of the behavioral health expense budget and supports delivery of services within budgetary guidelines.
7. Participates in information system planning.
8. Consistently follows all RHCHC policies and procedures.
9. Other Duties as Assigned

JOB ACCOUNTABILITIES:

1. Assumes responsibility for quality of mental health services rendered to clients.
2. Provides professional perspective and direction in development of the behavioral health plan and strategic plan for RHCHC.
3. Collaborates in ensuring the viability of the organization through adherence with budgetary guidelines, and attainment of productivity targets.
4. Contributes insight to assure alliance of organizational mission with needs of medically underserved community.
5. Delivers direct patient care services.
6. Provides periodic verbal and written reports regarding clinic operations as needed.
7. Participates in meetings as needed and serves as meeting chairperson as needed.
8. Conducts ongoing development and review of clinic policies and procedures.
9. Follows and ensures all clinic staff follows, all established policies and procedures.
10. Promotes a healthy workplace.
11. Assures compliance with all federal, state and local regulations accrediting agencies and codes.
12. Maintains a working knowledge of the computer system.
13. Demonstrates the ability to establish and maintain effective working relationships with others.
14. Markets clinic services as necessary.

MINIMUM QUALIFICATIONS:

Education:

1. Graduation from an accredited master's social work or behavioral health education program with at least 5 years of job-related experience.
2. An advanced level license by a state professional certifying body that is permitted by law to provide care and services without direction or supervision.
3. At least two years of supervisory experience.

Knowledge, Skills and Abilities:

1. Current and active licensure as a Licensed Independent Social Worker, Licensed Mental Health Counselor or other license that allows the individual to provide independent care and services is required.
2. Maintains CEU's as required for continued active registration.
3. Demonstrated professional commitment to providing services to medically underserved persons.
4. Ability to communicate effectively both orally and in writing.
5. Computer literate in electronic mail and word processing.
6. Ability to proceed on own initiative using independent judgment and discretion.
7. Possess excellent verbal and written communication skills, leadership and organizational skills, and interpersonal and time management skills.
8. Knowledge of computer technology, including word processing, spreadsheet, database, and graphics software in order to prepare publications, reports and business correspondence.
9. Have knowledge of office management and administrative procedures, and ability to supervise and review the work of others.
10. Possess knowledge of specialized terminology including mental health, medical and legal terms.
11. Working knowledge of medical records management and clinic and provider/client protocols.
12. Must possess excellent customer service skills.
13. Current Basic Life Support (BLS) or Cardiopulmonary Resuscitation (CPR) training certificate.

Working Conditions: General Office working conditions.

Physical Requirements:

1. Ability to walk, bend, kneel, stoop and lift 10 pounds without assistance.
2. Hearing which allows for adequate understanding during therapeutic conversation.
3. Visual acuity which allows for observation during therapeutic sessions.

Hours: Monday – Friday, 40 daytime hours. Reasonable flexible schedules will be considered.

Supervisor: Chief Executive Officer.

Deadline: Position will remain open until a pool of qualified applicants is received.

Submit cover letter, resume' and three references to Steve Haigh, HR Director at recruiting@riverhillshealth.org