

HEMOCARE

Management Corporation

POSITION DESCRIPTION

Clinical Supervisor

Primary Purpose of Mental Health Division: The primary purpose of the Mental Health Division of HEMOCARE Management Corporation is to provide competent staff to provide one-on-one services for clients of certain authorized organizations in North Carolina.

Primary Purpose of Position: The primary responsibilities of this position are to develop and maintain a client base; to provide clinical supervision to Behavioral Technicians; to assume ongoing case supervision functions, assessing the needs of consumers and arranging for and coordinating necessary services; to assign technicians and schedule their work, to market the services of HEMOCARE Management Corporation; and to promote communications between HEMOCARE and agencies with which HEMOCARE contracts.

Work Schedule: The normal work hours for the agency are 8:00 a.m. until 5:00 p.m., with an hour for lunch. The work schedule for this position may vary.

Responsibilities and Duties:

1. 30% Clinical Supervision and Medical Records: Develop and maintain a caseload of clients with substance abuse, developmental disabilities and/or mental illness and behavioral and emotional problems. Provide clinical supervision to Behavioral Technicians who are providing Community Support, CAP/MR-DD services or other services based in the home, school or community; this supervision may be in individual and group settings, in face-to-face contacts and by telephone. Review all documentation submitted by Technicians to insure that it meets Medicaid requirements and other standards of the authorizing agencies. Review the documentation to ensure that treatment goals are being addressed and that interventions provided are appropriate. Provide feedback to Technicians on the quality of their work as reflected in the documentation as well as on their adherence to technical requirements. Maintain strict confidentiality concerning all clients.
2. 30% Case Management: Conduct brief screenings of potential consumers and coordinate initial and ongoing assessments. Develop, revise, and monitor the implementation of the Person Centered Plan for Community Support consumers. On behalf of the consumer, arrange, coordinate and monitor services in a variety of settings, including homes, schools, homeless shelters and other community locations. Submit requests for authorizations according to the referring agency requirements.
3. 2% On-Call: Participate in the HEMOCARE Management on-call system, acting as First Responder for Community Support Clients.

4. 8% Communication: Communicate information clearly, pleasantly and in a timely manner to consumers, other HOMECARE personnel and authorized representatives of other agencies. Facilitate communication to solve problems that may arise.
5. 10% Marketing: Meet with and provide information about HOMECARE services to potential consumers and their families. Maintain good working relationships and regular contacts with professionals from community agencies. Represent HOMECARE in professional meetings and other appropriate settings. 10% Recruitment and Training: Recruit and screen Behavioral Health Technicians. Provide training to Technicians, including Orientation to HOMECARE Management policies, procedures and standards; behavioral interventions, strategies and techniques; documentation; and on other specific topics as needed and as qualified. Arrange regular in-service trainings for Technicians.
6. 4% Quality Assurance: Participate in the Quality Assurance and Improvement process by reviewing records at committee meetings and following up on recommendations of the committee.
7. 4% Scheduling: Review referrals as they are received and discuss with referring clinician as appropriate. Assign Technicians to the cases in a timely manner and based upon knowledge of the client's needs, knowledge of the Technician's strengths, and availability.
8. <1% Quality Assurance: Participate in the Quality Assurance and Improvement process by reviewing records at committee meetings and following up on recommendations of the committee.
9. <1% Direct Service: Provide other direct service according to time available and need.

Overall Performance Expectations:

1. Maintain strict confidentiality concerning all client information, personnel information, and proprietary corporation information.
2. Exercise sound judgment, both with regard to clinical issues and in the day-to-day operation of HOMECARE's services.
3. Exhibit leadership in the provision of high quality services and projecting the professionalism and competency of HOMECARE Management Corporation. Represent HOMECARE Management Corporation positively and professionally among peers, with agency personnel and in the community-at-large.
4. Know applicable rules and standards for the provision of services and documentation. Monitor and ensure compliance with them, including standards for quality, completeness, and timeliness of documentation and completion of all required trainings, certifications, and other personnel requirements.
5. Follow established policies and procedures, including the Code of Ethics.
6. Complete tasks by agreed-upon deadlines.

7. Maintain a pleasant and professional attitude and demonstrate sound interpersonal skills in the office, while on company business, and in the community at large.
8. Maintain good relationships with Screening, Triage and Referral Units, Case Managers and other referral sources, returning phone calls promptly and providing them with feedback on clients' progress, personnel scheduled to work with their clients, and other requested information.
9. Communicate regularly and effectively with Regional Manager, administrative personnel and other Clinical Supervisors. Transmit relevant information to administrative, clinical and management personnel completely and accurately.
10. Listen when information is being transmitted and check to ensure that it is correctly understood; use information received as the basis for related action.
11. Participate in providing required trainings for Technicians, following HOMECARE established curricula, supplementing the outline with illustrations and exercises based upon your clinical experience. Provide regular in-service training opportunities.
12. Keep an accurate calendar of obligations as a staff member and of agency and program duties and deadlines. Notify supervisor in advance when it is necessary to alter the normal work day and note the change in the calendar.
13. Control excessive use of office time for receiving or making personal telephone calls, receiving personal visitors, or having non-business discussions with other employees.

Minimum Education and Experience: Must meet the requirements for a Qualified Developmental Disabilities and/or Qualified Mental Health Professional, as defined by the State of North Carolina.

Access to Protected and Confidential Information: Clinical Supervisors have access to complete client records of all clients. This is necessary in order to provide effective clinical supervision of services, provide emergency on-call services, back-up supervisors not available at a given point in time, and participate in quality assurance and peer review activities. Access is also necessary to ensure that payment is not being denied because documentation does not meet standards, to obtain financial and payment information from clients which is needed for payment and operations, and to consult with clients about payment for services as needed.

Accuracy Required In Work: Must be extremely accurate to prevent chargebacks for ineligible services.

Consequence of Error: Errors of judgment in providing clinical supervision could lead to adverse consequences for our clients. Errors in documentation review could result in financial loss to the company. Failure to conduct tasks efficiently and pleasantly could damage the reputation of the company and result in loss of business.

Instructions Provided to Employee: Day-to-day instructions are provided by the Regional Manager. Additional instructions will from time-to-time be provided by the Director of the Mental Health Division and by the President and Director of HOMECARE Management Corporation.

Guidelines, Regulations, Policies and References: Employees must follow client rights policies, including Confidentiality policies and the Healthcare Insurance Portability and Accountability Act of 1996 (HIPPA), and other procedural and fiscal policies of the contracting agencies, comply with all applicable federal and state statutes and regulations, including the Health Insurance Portability and Accountability Act of 1996 (HIPPA), state and company policy as described in the HOMECARE Employee Policy Manual, the Mental Health Division Policy Manual, and the Mental Health Division Procedures Manual.

Physical Effort: Must be able to perform the basic life support functions of walking, feeling, stooping, talking, hearing, and seeing. Must be able to perform light work exerting up to 25 pounds of force to move objects.

Work Environment and Conditions: Work occurs primarily in standard office environments but also in clients' homes, the community, and schools.

Machines Used: Must be able to use standard office machines, including personal computer, and be licensed to drive a car. Must have a car available for work-related transportation.

Dynamics of Work: This work is varied, requiring excellent interpersonal skills, clinical judgment, problem solving ability, and initiative.

Certification by Signature that I have reviewed this position description and am aware of my job responsibilities and duties:

Signature Date

Certification by Supervisor that I have reviewed all job responsibilities and duties and believe the employee understands:

Signature Date