

CLINICAL PROGRAM MANAGER

DISTINGUISHING FEATURES OF THE CLASS:

This is a professional clinical and administrative position with responsibility for the implementation of a New York State licensed multi-disciplinary treatment program offered at the Department of Behavioral and Community Health. Administrative duties involve the development and implementation of a therapeutic program under the supervision of an assigned Director. Evaluation of the treatment program is conducted regularly to ensure the most effective utilization of staff and resources, both professionally and fiscally. Clinical duties involve ensuring that patients' needs are accurately assessed and effectively treated. General supervision is received from the assigned Director, and the Deputy Commissioner of the Department of Behavioral and Community Health for the Division of Mental Hygiene. Supervision of staff is provided in the delivery of treatment services, work performance, and professional development.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does preclude assignment of activities not listed which could be reasonably expected to be performed by an employee in this title.

1. Under the supervision of the assigned Director, develops and manages the day to day operation of a treatment program;
2. Based on the needs of the unit, maintains an individual caseload providing ongoing direct clinical treatment to patients;
3. Provides clinical supervision to all professional and paraprofessional staff;
4. Ensures all patients receive appropriate programmatic treatment;
5. Assigns and monitors the distribution of caseloads within the program;
6. Periodically reviews patients' individual treatment plans to ensure they are receiving appropriate treatment and recommends modifications in treatment plans on an as-needed basis;
7. Responsible for compliance with New York State Mental Hygiene law and New York State licensure and programmatic regulations, including utilization reviews, patients' rights, legal status, billing, etc.;
8. Encourages the development of staff's professional skills by monitoring overall performance and recommending appropriate training;
9. Establishes goals and performance standards for staff members and conducts employee evaluations based on those standards and counsels and disciplines employees who fail to meet performance standards;
10. Provides administrative supervision to all staff of the program regarding adequate clinical coverage, time-off requests, work assignments etc.;
11. Oversees the maintenance of the physical location of the program;
12. Acts as a liaison to the community to encourage patients' positive acceptance and participation in the community at large;
13. Attends division and department meetings to advise executive administration on needs and progress of the program, and conducts unit staff meetings;
14. Responsible for managing the program budget including any contracts that fall within the purview of the program;
15. May serve on various committees, and/or represent the Director on an as-needed basis, or as designated.

CLINICAL PROGRAM MANAGER (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the individual's particular professional discipline; knowledge of factors which contribute to social, emotional, and psychological functioning; knowledge of evidence-based therapeutic practices and methodologies; knowledge of services and resources offered in the community; knowledge of principles and practices of administration and clinical supervision; knowledge of the skills, functions, and expected results of each clinical discipline; ability to foster patients and staff in personal and professional growth; ability to organize work and data to prepare written and oral reports; ability to communicate effectively, both orally and in writing; ability to work with people of all levels within the department and the community; ability to maintain competency and keep abreast of the latest developments in the field of behavioral health; ability to coordinate and supervise the activities of numerous employees from diverse educational and experiential backgrounds, who are performing a variety of functions in pursuit of a common goal; ability to assess treatment needs of patients and establish treatment goals; personal characteristics necessary to perform the duties of the position; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

EITHER: (A) Current licensure as a Psychologist by the New York State Department of Education and one (1) year of post-licensure direct work experience in a behavioral health setting;

OR: (B) Current licensure as a Clinical Social Worker by the New York State Department of Education and three (3) years of post-licensure direct work experience in a behavioral health setting;

NOTE: For candidates qualifying under (B), graduation from a regionally accredited or New York State registered college or university with a doctorate in social work may be substituted for two (2) years of post-graduate experience in a behavioral health setting.

ADOPTED: 05/28/20

REVISED: 07/12/21