Clinical Program Manager: Intensive Outpatient Program/Outpatient Therapy

At Children’s Health Council (CHC), we’ve been helping children, teens and families for 60 years. Our Center, two schools and a Community Clinic, serve families in the Silicon Valley as well as the greater San Francisco Bay Area. Our areas of expertise include learning differences, anxiety and depression, ADHD and Autism. We also provide excellent parent education services and parent consultations.

At CHC, we uncover a world of promise and potential in every child and teen. Using a personalized approach, we help your children become happier, more resilient and more successful. Our employees are encouraged to bring their ideas, experiences and perspectives, gleaned from their varied backgrounds, to the workplace. We strive to create an environment in which all employees can contribute to their fullest potential to make an impact in the lives of the children we help.

CLINICAL PROGRAM MANAGER

Job Summary:
The Clinical Program Manager (CPM) works collaboratively with the Clinical Director and CCO to further develop and expand IOP & OP Therapy services within Clinical Services. She/he is fully charged with the operational development, expansion and management of the IOP/OP, and will work collaboratively with a fully interdisciplinary team to ensure quality of clinical care, safety and well-being of clients/staff and setting an empowering and enriching, positive work culture. With the Clinical Director, the Clinical Program Manager ensures the program adheres to all local, state, and federal regulations, operative procedures and licensing requirements and provides clinical supervision as needed to staff and clinicians. The clinician in this position will be expected to engage in clinical work as needed and to foster community relations and collaborate with CHC’s marketing and communications team. This position is approximately 80% administrative and 20% direct clinical services.

The CPM will work with the CCO & Clinical Directors to establish and maintain fiscal stability, create an infrastructure to support evidence-based practice, facilitate the use of information technology and prepare staff to continue to serve clients and families in a world of expanding knowledge and rapid change. The Clinical Program Manager will promote community partnerships in the realm of clinical and educational services. In addition, she/he will promote the application of a psychobiological/medical model that incorporates educational as well as intra-personal, interpersonal, and intersystem functioning perspectives. The Clinical Program Manager has bottom line fiscal and clinical responsibility and accountability for the IOP and Outpatient Therapy services. The Clinical Program Manager will have strong communication skills, both oral and written, and will be a creative and effective manager, leader and supervisor. She/he must be capable of developing and implementing clear goals, systems and priorities and have strategic problem-solving skills. An employee in this role will lead and supervise CHC’s efforts to provide and continually improve clinical services with regard to effectiveness, timeliness, efficiency, safety, and equity (providing consistent care across cultural, gender, SES groups).
Essential Duties and Responsibilities:

- Contribute to the development and implementation of the vision for the Intensive Outpatient Program and Outpatient Therapy Services, consistent with the organization’s strategic directives.
- Develop and implement community outreach initiatives for IOP/OP.
- Continuously develop, refine and monitor appropriate clinical care and productivity (i.e., direct service) expectations for all IOP/OP clinical services staff members.
- Manage the budget for the IOP/OP in a financially responsible manner.
- Serve as the organization’s liaison to all community organizations as they relate to the IOP/OP.
- Develop and execute a strategic and operational marketing plan.
- Organize and manage day-to-day operations of the IOP/OP in a coordinated and efficient manner, maximizing collaboration and the efficient use of resources across programs.
  - Act as point person/lead when issues arise.
  - Create/refine and document policies & procedures.
  - Provide consultation & active lead in hiring.
  - Work with EQI/compliance re: protecting PHI.
- Facilitate clinical research activities and outcomes.
- Evaluate and refine curriculum.
- Coordinate insurance authorizations.
- Facilitate team and clinical consultation meetings.
- Work with other middle managers and executive managers in the recruitment, hiring, supervision, and evaluation of clinical skills and performance of clinical staff members.
- Work with middle managers and other clinical staff on complex cases requiring consultation from the Clinical Director and/or CCO.
- Participate fully and effectively as a member of the organization’s Leadership Team.
- Work with the compliance and HIPAA officers on medical-legal compliance activities and manage the organization’s medical-legal risk.
- Develop clinical quality and licensure standards in conjunction with relevant staff members and develop and maintain a quality assurance monitoring program.
- Ensure adequate supervision of unlicensed staff in compliance with state and professional regulations and provide appropriate trainings.
- Oversee any special duties performed by a clinician including, but not limited to, referrals to CPS, psychiatric hospitalization, or police/probation officer involvement.
- Serve with Clinical Director as mediator when families and/or clients are in conflict with CHC staff. Responsible for resolving and/or developing a course of action for all parties.
- Oversee crisis management and critically review all incident reports.
- Perform clinical service as determined by the Clinical Director, which may include
  - Conduct new intakes with families.
  - Oversee/facilitate all discharge planning with families (recommendations come from individual therapist).
  - Meet with outpatient providers re: appropriate referrals into IOPs.
  - Provide clinical coverage of groups and individual clients if IOP clinicians are absent.
  - Carry 1-2 IOP cases (individual or family therapy).
- Participate in activities of the Board of Directors as needed.
- Participate as a presenter in CHC’s Community Education Division.
Knowledge/Ability/Skills:

- Knowledge and understanding of CHC’s four areas of expertise: ADHD, LD, Anxiety & Depression and Autism Spectrum Disorders.
- Demonstrated clinical knowledge and expertise in child/adolescent development and child/adolescent psychopathologies especially in the areas of behavioral or mental health care disciplines.
- Ability to lead in a complex interdisciplinary team environment.
- Demonstrated track record of clinical program development, management and community outreach initiatives.
- Ability to work effectively and collaboratively with colleagues at a senior management level within the organization.
- Ability to develop and grow clinicians through the use of effective mentoring and coaching skills.
- Ability to communicate at all levels of the organization (i.e., with peers, subordinates, board and donors, etc.) and to communicate with outside organizations (i.e., with representatives of university and community agencies).
- Familiarity and experience with non-profit boards and the role of community-based organizations.
- Experience and knowledge in working and negotiating working agreements with public agencies and health care systems.
- Experience with medical-legal risk management.
- Understanding and support of clinical research, including outcomes measurement and health services research so that the mission of CHC is objectively realized.
- Familiarity with the academic medical care environment.
- Demonstrated track record in orchestrating change management within a clinical environment.
- Experience in operational planning.
- Strong fiscal management skills and experience.
- Excellent time management and material organizational skills.
- Ability to work in team-oriented environment.
- Excellent interpersonal and written communication skills with both clients and colleagues.
- Flexibility to respond to changing circumstances and priorities within the agency.
- Knowledge and use of computers and an Electronic Health Record (EHR) is essential.

Accountability: Bottom line fiscal and clinical responsibility and accountability for CHC’s IOP/OP services.

Education/Training and Qualifications/Guidelines:

- Completion of professional level training, including professional licensure (LMFT/LCSW/PhD/PsyD), in psychology, mental or behavioral health or similar discipline or medical degree with specialty training in pediatrics or child psychiatry and at least 5 years of experience post licensure.
- A minimum of 3 years of administrative and managerial experience, increasing in complexity, including the supervision and management of clinical professionals.
• Significant experience and demonstrated competency with budgets, staff management, performance reviews, program development and the complex integration of healthcare, business and marketing.
• Significant experience in interdisciplinary setting delivering services to children and families with behavioral and developmental challenges.
• Excellent knowledge of the standards of care for mental health and behavioral health care and good training in the legal/ethical issues of mental health based services- including both standard outpatient and Intensive Outpatient programs.
• Adherence to all professional, ethical, legal and confidentiality issues outlined by APA and Federal laws (e.g., HIPAA).
• IOP management experience required.

Physical Requirements: An employee in this position may be required to occasionally lift, move and/or set-up stacks of documents such as training binders or other training materials, laptop computers, in-focus projectors, flip charts and other materials required for meetings and presentations. Employee will also be required to work for extended periods at a computer.

Special Job Requirements: Flexibility will be required in work schedule; evening and weekend hours may be required.

Contact with Others: Extensive interpersonal interaction with peers, subordinates and outside contacts.

To Apply:
To respond to this opportunity, please send your cover letter and resume, referencing “Clinical Program Manager: Intensive Outpatient Program/Outpatient Therapy” in the subject line of your email.

Children’s Health Council (CHC) supports workforce diversity. We are an Equal Opportunity Employer and believe in treating each employee and applicant for employment fairly and with dignity. We will provide employment opportunities without regard to race, religion, color, creed, national origin, gender, orientation, age, disability, medical condition, marital status, veterans’ status or any other classification protected by employment discrimination laws. When necessary, CHC also makes reasonable accommodations for employees with disabilities in accordance with individual needs, business realities and applicable laws.