
Job Title	Senior Director of Clinical Operations
PVN ID	HC-1804-002481
Category	Managerial and Professional
Location	HUNTER COLLEGE
Department	
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Jun 27, 2018 (Or Until Filled)

General Description

The New York City Mental Health Service Corps (MHSC) is a key initiative of Thrive NYC: A Mental Health Roadmap for All— a comprehensive public health approach to mental health designed to promote and protect the wellbeing of all New Yorkers. The MHSC fills the too long neglected gaps in mental health and substance use services throughout NYC by creating a corps of approximately 400 mental health clinicians placed in high-need communities. Through best practices and a better design of care, the initiative will increase the diversity of behavioral health clinicians in the workforce and strengthen care where it is needed the most.

MHSC focuses on the recruitment, training, and support of early career social workers and licensed mental health counselors to become fully licensed behavioral health clinicians with a specific focus on incorporating evidence-based practices in primary care and behavioral health settings throughout New York City. Through a structured supervision system and task-shifting model, clinicians are able to obtain advanced licensure through the MHSC and strengthen their own capacity to be able to provide sound behavioral health services in marginalized communities and populations. MHSC is a city-funded program housed under Hunter College, CUNY and the Research Foundation of CUNY. All MHSC staff are employees of the Research Foundation of CUNY.

The Senior Director of Clinical Operations is responsible for developing and directing a team of supervisory staff (supervising social workers, psychiatrists and psychologists) and early career clinicians (social workers, psychologists, mental health counselors) to provide high quality clinical care and supervision by providing clinical leadership and support in a task-shifting initiative. This position manages all non-physician and all psychiatry staff and establishes clinical staffing levels, policies, procedures, workflows, controls and reporting systems in accordance with applicable laws, regulations and organizational standards. This position oversees HIPAA compliance and clinical risk management, and ensures legal and regulatory compliance for all medical reporting functions.

Other Duties

- Manages on a daily basis clinical, regulatory, and administrative activities as it relates to behavioral health clinicians, their supervisors and MHSC-participating sites
- Ensures the provision of behavioral health services that reflect MHSC's mission and values
- Works with key stakeholders to ensure high quality clinical operations including various leaders at NYC DOHMH, MHSC-participating sites, the executive director and program director of MHSC
- Plans, recommends and implements departmental systems that meet or support the goal of providing quality, patient-centered, outcome-focused care that ensures compliance and financial stewardship to the program and supports evidence-based practice
- Guides clinical decisions by establishing, monitoring and enforcing policies, procedures, competency, and performance standards for clinical staff
- Assumes accountability and responsibility for the department's performance, including reporting monthly clinical hours reports, patient outcomes, and other relevant and available metrics
- Reviews metrics and Key Performance Indicators to ensure oversight of the clinical program
- Participates in standard operating procedures and process development activities for Clinical Operations functions
- Develops and maintains department procedure manual(s) to be up-to-date and current. Reviews and updates annually
- Provides mentoring and coaching to junior members of the clinical team as required
- Manages clinical program budgets and ensures the execution of program activities within program timelines

Qualifications

- Master's level degree preferred at minimum and clinical background (MSW, MHC, MD, NP, nursing, PhD, PsyD or similar)
- History of 5-10 years of excellence in provision of clinical services and supervision over a multi-disciplinary team of clinicians
- At least 3-5 years of experience in a clinical and administrative leadership role, with a proven record of effective clinical and change leadership
- Strong ability to multi-task, work in a demanding environment with competing priorities and skilled in being a team player
- Strong written and verbal communication skills, and ability to communicate well with various stakeholders
- Experience in collaborative care and/or behavioral health integration into primary care is a plus
- Experience working across diverse and high needs communities, and commitment to the mission and vision of MHSC is a must!