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FamilyHelpCenter.net

Deborah A. Merrifield
Executive Director

**POSITION AVAILABLE
CLINICAL DIRECTOR
10/28/2015**

POSITION SUMMARY:

The Clinical Director is responsible for the overall supervision, management and monitoring of assigned programs. The Clinical Director supervises all Supervisors of assigned programs, and takes the lead role in the evaluation of and continuous quality improvement and assurance of the assigned programs, with responsibility for the performance of all staff members providing services in those programs. The Clinical Director insures program performance is consistent with the contracts, regulations, policies and other expectations of State, County and other funders' including the New York State Office of Children & Family Services, NYS Office of Mental Health, Erie County Departments of Social Services and Mental Health and United Way of Buffalo & Erie County. The Clinical Director assures the mission of Family Help Center (FHC), "Help When Parenting Gets Tough, 24/7" and FHC's vision and values are fully implemented and operationalized day to day throughout the program areas. Participates in strategic planning and development of new initiatives and strategies that will promote the Agency mission and vision. Clinical Director, in collaboration with other members of FHC Leadership Team, is responsible for grant writing, including identifying, defining and developing funding sources to support existing and planned programs and activities, as well as coordinating the development, writing and submission of grant proposals to third-party entities. Clinical Director is responsible for collecting, analyzing and reporting data on the performance of programs under their direct chain of command to third-party public and private sources that fund and supervise these programs.

IMMEDIATE SUPERVISOR: Executive Director

MAJOR RESPONSIBILTIES / ACTIVITIES:

- Responsible for training, supervision and evaluation of Supervisors of assigned programs.
- Responsible for maintaining professional and positive relationships with outside sources.
- Assists in hiring staff and reviews and completes evaluations of staff performance and retention activities, including training.
- Insures training plans are developed and carried out for all new and existing staff members to insure performance to best practice standards.
- Responsible for preparation of proposals and grant applications, and performance of responsible professional and administrative work in researching, identifying, developing and responding to public and private grant opportunities in the areas directed by the Executive Director.
- Responsible to lead and/or participate in various Agency Committees which might include FHC Training Committee, Cultural & Linguistic Competency Committee, Values Committee, Quality Assurance/Quality Improvement Committee, Leadership Team, etc.
- Represents FHC on various community committees and coalitions and at meetings required by funding sources.
- Prepares reports/statistics required by Executive Director and funding sources.
- Works cooperatively with Family Help Center parents, volunteers and staff to ensure the effective integration of services delivered to families, within and between program components.
- Provides as-needed 24-hour/7-day a week consultation for staff and assists with backup coverage of 24-hour Parent Helpline; Crisis Support Services, including evenings, weekends and holidays.
- Assists with tasks necessary to maintain the day-to-day operation of the programs, and assist with functions when emergencies arise so the 24-hour crisis services are not interrupted.
- Utilize knowledge in support of client service needs.
- Provides program evaluation and monitoring to ensure services are consistent with funder requirements and Family Help Center's quality assurance policy.

- Provides staff clinical supervision, management and evaluation of cases to monitor client progress and to ensure services are meeting the family's needs. Ensures maintenance of client and agency confidentiality.
- Uses good time management skills; structures own time, works independently but knows when to involve Supervisor.
- Interacts with all individuals and groups using effective, positive interpersonal communication.
- Attends trainings and other staff development activities as appropriate to develop professional skills.
- Demonstrates a willingness to learn about and implement skills related to diversity.
- Models and practices sensitivity, fair treatment and acceptance of diversity in all interpersonal interactions.
- Supports and communicates with all FHC staff and community partners in an effective and cooperative manner; seeks supervision when appropriate (from Executive Director), accepts and utilizes construction feedback.
- Demonstrates and understands the boundaries of the position as they relate to both responsibilities and limitations.
- Acts as "Supervisor of the day" one day a week. May provide management coverage for other management staff members for their planned Personal Time Off (PTO included vacation, personal days and sick time) and unplanned absences.
- Follows direction of Executive Director.
- Demonstrates good communication skills, both written and verbal.
- Uses appropriate language and dress; work attitudes and performance behaviors; dependability, proper work attendance and punctuality.
- Assures maintenance of case records and other paperwork is in accordance with established timeframes as directed by Executive Director.
- Complies with Agency safety standards and is responsible for own actions and conduct concerning safety and healthy working conditions, both within the Agency and in the field.

MINIMUM REQUIREMENTS:

- Education, Training and Experience: Master's in Social Work or Master's in another Human Services area with three years clinical supervisory experience in an agency serving multi-problem children and families; and one year grant writing and contract administration; or an unusual combination of education and experience.
- Must have knowledge of minority communities.
- Able to provide professional leadership and work well with an interdisciplinary team of professionals, para professionals, and non-professionals.
- Able to relate to different social and ethnic groups;
- Complies with all aspects of the Agency's policies and procedures.
- Must have driver's license with acceptable DMV record, adequate vehicle insurance and reliable vehicle.
- Has stamina to work required hours, irregular schedule, and on-call assignments in client homes and community agencies.
- Flexible with co-workers and families to allow changes in schedule and other activities of the job.
- Shows positive, respectful attitude toward job, fellow workers, community partners and Agency.
- Clear mental thought processes.
- Basic computer knowledge and typing skills to complete required paperwork.

ESSENTIAL MENTAL & PHYSICAL REQUIREMENTS:

General intelligence; motor coordination skills; coordination of eyes, hands, and feet; verbal speaking ability; flexibility, agility and strategic insight; ability to multi-task under pressure/meet deadlines; team player/coordinates with others; independent judgment; diplomatic, motivate others; effective client engagement skills, ability to be assertive in an appropriate manner.

EQUIPMENT AND INFORMATION AND DATA SYSTEMS USED:

Telephone system, copier, fax, computer (Microsoft Office products), Sentry Path, CONNECTIONS and other as they are adopted by FHC.

ENVIRONMENTAL WORKING CONDITIONS:

Enclosed office environment, multi-level buildings, school settings, community sites, home-based, travel required, abide by a tobacco-free policy.

JOB TITLE: **CLINICAL DIRECTOR**

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The above statements reflect the general details considered necessary to describe the principle functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job. This Agency is an Equal Opportunity Employer.

This is a full-time (40 hours per week) salaried position, and is exempt from the overtime requirements of the Fair Labor Act. **Annual Salary: \$43,425.00**

Submit letter of interest and resume by close of business Friday, 11/20/15 to:

***Family Help Center
Attention: Clinical Director
60 Dingens Street
Buffalo, NY 14206***

Email to: info@familyhelpcenter.net