

## POSITION DESCRIPTION

**Position Title:** Outpatient Clinic Manager  
**Budget Department:** Behavioral Health  
**Administratively Reports to:** Executive Director  
**Clinically Reports to:**  
**Supervises:** Outpatient Clinic Staff  
**FLSA Status:** Exempt  
**Pay Grade Level:** 14  
**Benefits:** Eligible for all permanent, regular, FT status benefits  
**Other:**

### **SUMMARY OF POSITION**

This position is responsible for the administrative oversight, leadership, planning, development, and management of the programs and services of the Behavioral Health Outpatient Clinic. Work includes the development and evaluation of program policies and procedures, preparation and monitoring of department budget, and assurance of continuity and effectiveness of agency services in conformity with pertinent Wisconsin Statutes, Administrative Rules and State/Federal program guidelines. In addition, this position will maintain a limited caseload of therapy clients providing mental health and/or substance use treatment services.

### **EDUCATION AND EXPERIENCE**

#### **Minimum Education Level Required:**

1. Master's Degree
- 2.

Preference for:

1. Clinical social work, behavioral health counseling, marriage and family therapy, or closely related field of study.
- 2.

#### **Minimum Experience Level Required:**

1. Three years of post-graduate experience as a therapist in a behavioral health treatment facility/program, or any combination of education and experience that provides the necessary knowledge, skills and abilities to perform the essential duties and responsibilities
2. Two or more years of progressively responsible administrative experience in a community behavioral health field preferred.

### **CERTIFICATION/PROFESSIONAL LICENSURE**

1. Wisconsin licensure as a mental health professional in the State of Wisconsin at a minimum level of: Licensed Clinical Social Worker, Licensed Professional Counselor, or Licensed Marriage and Family Therapist.
- 2.

Preference for:

1. Additional certification as a Clinical Substance Abuse Counselor and Independent Clinical Supervisor.
- 2.

**If minimum education, experience, certification, or licensure is required by program statutes or funding sources, pertinent information must be attached.**

### **OTHER REQUIREMENTS**

1. Must possess a valid Wisconsin driver's license throughout the term of this position as travel is required.
2. Must have access to dependable personal vehicle.
3. Must have personal automobile insurance with minimum coverage limits of \$100,000/\$300,000
4. Must successfully complete a Caregiver Background Check per Wisconsin Administrative Code HFS 12.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Provide administration, leadership, and coordination of integrated mental health and substance use disorder treatment services essential to the Behavioral Health Outpatient Clinic which includes: Psychiatry Services and Nursing, Individual and Group Counseling, Case Management, Intoxicated Driver Program, and Outreach/Prevention efforts.
2. Provide leadership and management to all assigned staff and contracted providers; recruit, screen, and interview applicants for position vacancies within the department, direct and assign tasks to employees, and oversee staff development.
3. Responsible for maintaining compliance with state certification of outpatient clinic programs covered by DHS 75. Develops and monitors policies and procedures and leads quality improvement projects. Modifies plans and services based on quality improvement findings and client satisfaction surveys.
4. Monitor the efficiency of program services, including those of contracted providers, and manage waitlists to ensure clients are receiving appropriate and timely services.
5. Provide clinical supervision to licensed mental health professionals and substance use disorder clinicians in accordance with certification requirements.
6. Oversee the provision of telehealth services in keeping with requirements under DHS 75.
7. Provide therapy to individuals, couples, and families in individual and group modalities of psychotherapy.
8. Provide diagnostic evaluations of individual clients to determine appropriate services based on needs and develop and implement treatment plans.
9. Identify, develop and implement evidence-based therapy modalities that broaden the agency's scope of services.
10. Perform additional job-related duties as necessary within the scope of the job responsibility.

### **POSITION SPECIFIC KNOWLEDGE & SKILLS**

1. Knowledge of accepted principles and practices of supervision and able to direct and evaluate the work of staff.
2. Thorough knowledge of principles and current best practices in the field of Mental Health, AODA, and Human Services.
3. Ability to interpret mental illness and substance abuse, and its diagnosis and treatment to clients, families, court and law enforcement personnel, and community agencies.
4. Ability to exercise judgment, decisiveness, and creativity required in situations involving the direction, control, and planning of an entire program or multiple programs.
5. Working knowledge of the state and federal legislation that affects the development and operation of the 51 system in the local community.
6. Strong commitment to working toward improving cultural competence, as demonstrated by valuing difference and diversity, recognizing limitations in personal competencies and expertise, and having concrete ideas about how to improve cultural awareness, knowledge, and skills.
7. Knowledge of all State and Federal regulations and standards for the certification of programs within the Behavioral Health Department; ability to implement policy changes to insure compliance with State and Federal regulations.
8. Thorough knowledge of the Medicaid, Medicare, private insurance, and self-pay standards that impact clinical service delivery and reimbursement.
9. Must have personal characteristics that reflect qualities of leadership, ability to work with others, imagination, social vision, initiative, emotional maturity, and flexibility.
10. Considerable ability to provide clinical training and direction to professional staff.
11. Knowledge of Emergency Government and Incident Command Structures and protocols, including First Responder roles and responsibilities.
12. Comprehensive knowledge of State and Federal confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
13. Working knowledge of Chapter 51 Emergency detention statutes and crisis response structures.

### **CORE KNOWLEDGE AND SKILLS**

1. Ability to effectively communicate orally and in writing.
2. Ability to establish and maintain effective working relationships with peers, staff, service providers, and community partners in a way that supports the mission of the agency and the clients it serves.
3. Ability to comprehend and apply all applicable program standards set forth by Federal, State and agency requirements.

4. Computer literacy, including ability to utilize electronic health record, that allows for accurate and effective interaction and completion of reporting requirements.
5. Ability to abide by all policies and procedures of The Human Service Center including all documentation requirements and deadlines.
6. Ability to maintain the confidential nature of all consumer and business information per Federal and State regulations and agency policies and procedures.

**Environmental Conditions, Physical Demands and Tools & Equipment Used in this Position Attached**

**This position description is intended to describe the general content and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements as all of these may be subject to change at any time.**

**APPROVED:**

\_\_\_\_\_  
Executive Director

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Date

This job description has been discussed with me. I understand the responsibility of this position.

\_\_\_\_\_  
Employee Signature

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Date

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Original: November 2022

Reviewed/Revised: