



## **Career Opportunity**

- Posting Date: 2/5/2012
- External Closing Date: 2/19/2012
- Position: Access Clinical Manager
- Classification: Exempt
- Location: Jackson
- Status: Full-time
- Division/Department: Clinical Services/Access
- Reports To: Director, Access
- Supervises: Access Clinicians, Access Crisis Services Supervisor

## **General Summary and Essential Functions:**

The Access Clinical Manager is responsible for ensuring exceptional customer service and clinical care to any community member making contact with the Access Center or requiring intervention in the community. This position is responsible for the management and supervision of the Access Center staff ensuring that timely and clinically appropriate crisis interventions, assessment, referral, and inpatient evaluations are performed that adhere to the standards of LifeWays, Department of Community Health Access Standards, and Commission on Accreditation of Rehabilitation Facilities (CARF). This position is responsible for ensuring adequate staffing levels at all times, the incumbent is responsible for performing all duties of the Access department staff as needed, which will include performing Access Clinician duties as part of the Access team.

- Provide clinical supervision to Access staff to ensure clinically sound interventions, assessments, dispositions, and initial authorizations as well as timely and accurate documentation.

- Responsible for the management and supervision of the Access Center staff ensuring that timely and clinically appropriate crisis interventions, assessment, referral, and inpatient evaluations are performed that adhere to the standards of LifeWays, Department of Community Health Access Standards, and Commission on Accreditation of Rehabilitation Facilities (CARF).
- Manages crisis/emergency situations which include the assessment of external factors that suggest potential harm to self and others.
- Responsible for staffing schedules that ensure the best customer service as well as meeting Department of Community Health (DCH) timeliness standards. The incumbent is required to cover shifts and duties of the Access department staff including; supervisor and clinician, when needed.
- Responsible for scheduling business hours, after hours on-call crisis coverage and holiday hours, ensuring adequate staffing. The incumbent is required to cover on-call crisis coverage/duties and holidays of the Access department staff including; supervisor and clinician, when needed.
- Required to travel to meet regularly with provider network staff, hospital staff, community resources meetings, and DCH to ensure good working relationships, accurate referral information, and identifying and resolving barriers. These meetings generally occur in Jackson and Hillsdale counties, but travel within the State of Michigan may be necessary.
- Travel is required to manage unexpected crisis situations throughout the State of Michigan at unexpected times to meet the needs of community members and consumers.
- Responsible for maintaining and supervising accuracy of the General Fund waiting list, if applicable.
- Ensure compliance with Department of Community Health (DCH) standards.
- Responsible for collecting and interpreting data regarding Access outcomes and processes as well as making program recommendations for improvement.
- Oversight of inpatient admissions and continued stay reviews including data analysis.

- Provides individual coaching to staff monthly.
- Responsible for planning and development of substance abuse programs needed for consumers. Required to travel to meetings within the State of Michigan.

**Job Specifications (Knowledge, Skills, and Abilities):**

- Master's degree in Social Work (MSW), required.
- Appropriate licensure with the State of Michigan, required.
- Must have reliable transportation\*

\*LifeWays vehicles are provided to employees with a valid MI motor vehicle operator's license/chauffer's license for the purpose of transporting consumers. Personal vehicles may be used for company business when drivers meet the following; valid MI motor vehicle operator's license and proof of personal vehicle insurance in accordance to guideline.

- Certified Advanced Alcohol and Drug Counselor (CAADC), preferred
- CPR, AED and First Aid Training
- At least five years experience with Mentally Ill, Developmentally Disabled, and Co-occurring adults and children as well as children with Severe Emotional Disturbance, preferred.
- At least three years of supervisory experience, in a clinical setting, preferred.
- At least one year full time experience providing counseling services to individuals with a substance use disorder at a Substance Abuse program that is licensed by the State of Michigan.
- Experience in crisis intervention and assessment.
- Ability to manage multiple projects/tasks independently.
- Proficient in computer applications including Microsoft Office Suite (Word, Excel, Outlook), Electronic Medical Record, LifeWays Intranet and Internet applications.
- Excellent organizational and time management skills.
- Excellent verbal and written communication skills.
- Confidentiality.
- Knowledge of HIPAA (Health Insurance Portability Accountability Act) Compliance, preferred.

- Experience using office equipment, including: cellular telephone; VOIP desktop telephone; copier, fax machine, scanner, laser printer, computer, and calculator.
- Availability to work nights, weekends and holidays; 30 to 45 minute response time to Jackson and/or Hillsdale.

Excellent salary, benefits, plus a flexible team environment. Please submit cover letter/resume to Kerry Klee-Tiesman, HR Director, 1200 N. West Ave., Jackson, MI 49202 or email [hr@lifewayscmh.org](mailto:hr@lifewayscmh.org). No phone calls. Deadline to apply 2/19/2012. EOE