



Nicasa

POSITION DESCRIPTION

Residential Clinical Supervisor

The Residential Clinical Supervisor is expected to foster a reputation for excellence, responsiveness, conscientious care, accurate and timely reports and paperwork, building of teamwork, in a personable and professional manner at all times.

Qualifications

Minimum LSW or LPC with 2 years of supervisory experience and previous experience in a residential setting required.

Skills

- Implementing goals, objectives, policies, processes, procedures, and work standards
- Overseeing and performing complex problem resolution activities.
- Maintaining and directing the maintenance of accurate records, accounts and files.
- Planning, supervising, reviewing and evaluating the work of staff.
- Fostering an atmosphere of teamwork
- Communicating clearly both verbally and in writing.
- Ability to successfully implement a strategic plan to increase productivity, revenue, and the quality and efficiency of services provided.
- Acting in a consultative manner with senior management

Reports to

Senior Director

Duties/Responsibilities

- Arrange and provide as necessary coverage to ensure all scheduled and unscheduled (ex. Walk-in) services are provided.
- De-escalate situations where clients, staff, or guests are in distress, maintaining a respectful and helpful attitude at all times.
- Conduct regular staff meetings, assigning agenda to other staff as needed to ensure meetings occur even in the event of an absence.
- Document staff meetings for periodic review and ensure absent staff are informed of important items missed.

- Direct counseling services which include, but are not limited to: individual counseling and guidance; group counseling and education; participation as an educator for community and clients; assist in program treatment plan development; recording of client progress in record system; participation in aftercare program.
- Conduct QA reviews of staff documentation and reports.
- Provide on-going training, supervision and monitoring of staff/interns.
- Complete funder/licensing body reports.
- Engage in staff development, helping to identify areas of need for ongoing supervision, further training, and/or corrective action.
- Conduct periodic performance appraisals with program staff, documenting progress, areas for improvement, and plans for corrective action.
- Collaborate with referral sources, partnering agencies, and other community stakeholders to facilitate ongoing responsiveness to community needs and program quality improvement.
- Respond to staff, client, referral source, or other stakeholder feedback, consulting with supervisor as needed, and communicating to supervisor regarding feedback and response.
- At all times, assist staff in adjusting and adapting to new policies or procedures, and seek to diffuse any malcontent amongst staff. Demonstrating a positive and cooperative attitude is imperative in assisting staff to adapt to the evolving needs of the clients, agency, and field.
- Conduct case-reviews at request of clients or client attorney of record, reporting findings to supervisor.
- Assist in Emergency Preparedness activities, incident report writing, and other reports related to significant incidents.
- Monitor staff productivity and engage in problem-solving, corrective action, when staff are under-performing.
- Engage in periodic file reviews per Nicasa Quality Improvement policy, documenting findings, providing feedback to relevant staff and supervisors, and engaging in corrective action planning as needed to address chronic areas of deficiency.
- Ensure program staff adheres to policies and procedures, working with supervisors to determine if additional training or other actions are required to address deviation from these.
- Follow all policies and procedures outlined in the Clinical Manual, Personnel Manual, and Emergency Preparedness binder, as well as all agency procedures applicable to job function not contained in manuals.

*****Nicasa is an Equal Opportunity Employer