



**Creating and Inspiring Healthier Lives.**

Position Title:	Substance Use Disorder Clinical Director
Department:	Substance Use
Supervisor:	Associate Vice President, Behavioral Health
Responsibilities:	Substance Use Disorder Clinical Team
FLSA Status:	Exempt

**Summary:**

The Substance Use Disorder (SUD) Director is responsible for the successful day-to-day management and operation of Alluvion Health’s SUD clinical services and team. Additionally, the SUD Clinical Director is responsible for supporting mission and goal achievement, organizational quality, and patient centered care by providing leadership and clinical direction for SUD clinical staff. The SUD Clinical Director directly oversees the SUD clinical team at all Alluvion Health sites and partners with leadership at all sites to ensure coordination of care with primary care providers and other mental health, addiction, or substance abuse providers as appropriate to provide comprehensive patient centered health care within the health center. The SUD Clinical Director ensures all Alluvion Health licensed and unlicensed substance abuse provider services meet appropriate levels of care based on the patient’s diagnosis as well as needed administrative paperwork and billing criteria according to State and Federal guidelines. The SUD Clinical Director is responsible for coordinating and supporting appropriate patient centered substance use disorder care in conjunction with mental health care within the parameters of the Health Center’s Patient Centered Medical Home certification and works with the executive and leadership teams to expand service to meet community needs. The SUD Clinical Director may provide evidence-based treatments or collaborate to provide care with other substance abuse or mental health providers in the Health Center or community when necessary and appropriate. The SUD Clinical Director will act as the Clinical Supervisor as appropriate.

In partnership with the A.V.P. of Behavioral Health, the SUD Clinical Director will ensure the smooth operation of clinic-based services and the achievement of productivity goals, and education, training, implementation and maintenance of Patient Centered Medical Home certification, QA/QI Program, Emergency Preparedness Program and Risk Management/Compliance Programs. The SUD Clinical Director will provide leadership in establishing and maintaining a professional and respectful environment that supports teamwork while promoting dignity, privacy and confidentiality of patients and families.

All employees will exhibit the following behavioral traits:

#### *Integrity and Trust*

Individual is widely trusted and can present information and discuss situations in an appropriate and helpful manner, keeps confidences, admits mistakes, doesn't misrepresent him/herself for personal gain. Is respectful in action and communication with clients, patients and staff.

#### *Mission Integration*

Adheres to the organization's mission during times of ease or challenge, is dedicated to the expectations and requirements of the mission and vision, acts in line with the values identified by Alluvion Health.

#### *Team Relations*

Understands and supports the team approach and integrated model of Alluvion Health. Is seen as a team player, cooperative and supportive of his/her coworkers, practices what he/she preaches. Can be candid with peers and fosters open dialogue. Creates a feeling of belonging on the team and holds self and team accountable to those behaviors

#### **Essential Job Responsibilities:**

1. Supervises and coordinates various personnel actions including, but not limited to, directing, training, competencies, performance appraisals, promotions, monitoring time and attendance, and vacation schedules to ensure the department operates in an efficient manner and patients receive high quality care;
2. Ensures the SUD department supports and closely coordinates substance use disorder care with the patient's primary care medical providers and when appropriate, other mental health or substance use providers;
3. Ensures the use of evidence-based tools to assess outcomes of providers within department;
4. Understanding and ability to complete Continued Stays in compliance with ARMS requirements of the State of Montana in regard to SUD IOP Programs;
5. Facilitates referrals for clinically indicated services outside the community health center (mental health specialty care, higher acuity substance abuse treatment, housing assistance, etc.);
6. Participates in peer review as part of Quality Improvement activities and in compliance with health center policies;
7. Establishes and maintains productive working relationships with employees, Directors, directors and other community organizations to ensure quality services and program requirements are met to carry out the goals and objectives of the health center program;
8. Supervises and coordinates daily SUD clinic activities, ensuring organized and smooth operations to include oversight and management of provider's daily schedules, patient flow, and overall management of patient satisfaction and risk management;
9. Builds strong positive communication with all providers and works as a team to enhance the success of the health center;

10. Reviews, supports and implements changes in operational procedures by the Alluvion Health's Executive Team and Alluvion Health's Board of Directors to promote high quality patient centered care, productivity enhancement, risk management, cost savings, employee engagement and satisfaction;
11. Plans and oversees clinical practice activities, including monthly staff meetings and preparation of meeting agendas;
12. In partnership with Alluvion Health's Executive Team and the Chief Clinical Operations Officer, ensures all patient concerns are handled correctly by implementing corrective actions including documenting and reporting of results;
13. In partnership with the Chief Clinical Operations Officer, ensures the smooth and timely flow of patients through scheduled appointments;
14. In partnership with Alluvion Health's Executive Team and the Chief Clinical Operations Officer, ensures that SUD staff possess high-quality practice knowledge, appearance, and professionalism, assigns mentors and actively participates in new clinical staff on-boarding;
15. Provides leadership, conflict resolution, motivation and promotes teamwork of case Directors and care coordinators to achieve Alluvion Health goals and productivity thresholds;
16. Monitors and evaluates patient show rate and works toward maximizing community usage and access;
17. Oversees program initiative implementation such as meaningful use, patient centered medical home, etc. to ensure compliance and improvement;
18. Maintains confidentiality to ensure compliance with Federal and State regulations;
19. Works collaboratively with Alluvion Health's Leadership Team to ensure compliance with HRSA 330 requirements and reporting including UDS, budget period renewals, audits, FFR and any other submissions required for compliance;
20. Serves on Alluvion Health's Leadership team and other formal and ad hoc committees and teams as appropriate;
21. Maintains knowledge of current resources, legislative and program changes relevant to PCMH, Medical Home recognition programs, Meaningful Use and QI/QA initiatives;
22. Supervises and coordinates various personnel actions including, but not limited to, recruiting, directing, training, competencies, performance appraisals, promotions, monitoring time and attendance, and vacation schedules to ensure the clinic operates in an efficient manner and patients receive high quality customer service;
23. Ensures recruitment, selection and promotion procedures are coordinated and carried out in compliance with federal and state guidelines and policies (such as EEO, ADA, and AAP). Provides technical assistance and advice to the hiring Directors or directors in complex and/or non-routine recruitment/selection actions. Responds to complaints/grievances from employees, applicants, or others concerning the hiring process. Investigates complaints and identifies;
24. Remain knowledgeable of support staff's roles and responsibilities, as well as all areas of practice to provide continuity of services during position vacancies; maintains work schedules for reporting staff;
25. Provides leadership, conflict resolution, motivation and promotes teamwork of employees in achieving agency goals;
26. Assists other members of the management team in developing management objectives;
27. Familiarity with, adheres to, and ensures employee manuals, job descriptions, Alluvion Health policies and procedures, manuals, OSHA, HIPAA, CLIA and Alluvion Health regulations are maintained and followed by every staff member;

28. Responsible for completing various special projects/events, which may require reviewing and analyzing information, identifying problems, recommending solutions and writing reports;
29. Performs a variety of other duties as assigned, which may include but are not limited to directing or participating in special projects and events, conducting research, representing Alluvion Health at meetings and conferences, and attending continuing education and training events.

## **Knowledge, Skills and Abilities**

### *Knowledge and understanding of:*

- Healthcare leadership and management principles;
- Differential diagnosis of common mental health and/or substance use disorders;
- Evidence-based psychosocial treatments for common mental health and/or substance use disorders;
- Brief, structured intervention techniques (SBIRT, Motivational Interviewing, Behavioral Activation);
- Knowledge and understanding of intensive outpatient SUD services;
- Knowledge and understanding of intensive outpatient SUD services ARMS and billing practices;
- Psychopharmacology for common mental health disorders and SUD that is within the appropriate scope of practice;
- Understanding of the principles of patient education and change theory;
- Ability to work as a team member, establishing and maintaining effective relationships with patients and other staff;
- Exhibits cultural sensitivity;
- Federal grant requirements and regulations pertaining to federally qualified community health centers;
- Electronic Health Records software;
- Health information technology and HIPAA/HITECH compliance;
- Medicaid and Medicare billing practices;
- Safety procedures and practices.

### *Skills in:*

- Personnel administration;
- Community involvement;
- Utilization of electronic medical records;
- Working independently and being self-motivated while performing job requirements;
- Time management and organization;
- Policy development;
- Customer service;
- Effective written and verbal communication.

*Ability to:*

- Provide leadership;
- Establish and maintain effective community partnerships;
- Establish and maintain effective working relationships with staff, elected officials, department heads, health professionals and the public;
- Adapt to changes in the work environment;
- Manage competing demands, changes in approach or method to best fit the situation;
- Deal with frequent change, delays and or unexpected events;
- Adhere to a high degree of confidentiality and sensitivity towards the families involved;
- Maintain confidentiality and compliance with HIPAA privacy and security rules;
- Work with patients with diverse social economic and cultural backgrounds in an empathic, non-judgmental, respectful and professional manner;
- Work with people from all walks of life, such as individuals with various social and emotional histories, high risk, unemployed, and homeless, abused and people with mental health conditions;
- Work independently with little direction but also with a team;
- Communicate effectively orally and in writing;
- Meet established timelines and/or deadlines;
- Identify problems that adversely affect the organization and its functions;
- Offer suggestions for improvements.

**Education/Training/Qualifications**

*Education/Training:*

- Master's in Social Work or Clinical Mental Health Counseling and three (3) to five (5) years of experience in an outpatient substance use disorder care setting or equivalent which includes program development experience and two (2) years of supervisory experience;
- Experience in Federally Qualified Health Centers preferred.

*Certifications:*

- Licensed Clinical Social Worker or Licensed Clinical Professional Counselor in the State of Montana;
- Licensed Addictions Counselor in the State of Montana;
- Must possess a valid driver's license issued by the State of Montana.

*Computer:*

- Intermediate to advanced software knowledge in Excel, Access, Word, Outlook and the ability to learn and adequately operate Alluvion Health software applications.

**Language Skills:**

Fluent in the English language. Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints.

**Physical Requirements:**

- Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The employee is regularly required to sit and use hands and fingers to provide care to patients and operate computer;
- Frequently is required to reach with hands and arms;
- Must occasionally lift and/or move up to 40 pounds while transporting equipment and supplies;
- Specific vision abilities required by this job include close vision and looking into monitors for extended periods of time and ability to adjust focus which permits the employee to perform computer procedures, and to produce and review a wide variety of documents, correspondence, reports and related materials in both electronic and printed form;
- Clarity of speech and hearing that permits the employee to communicate well with others;
- Mobility that permits the employee to move about in a variety of building settings; Personal mobility that permits the employee to enter, operate and exit motor vehicles and travel to other clinic sites.

**Working Conditions:**

- Work indoors in heat-controlled environment 95% of the time.
- OSHA Exposure Category #2 (*The normal work routine involves no exposure to blood, body fluids, or tissues, but exposure or potential exposure may be required as a condition of employment.*)

**Work Hours:**

- Full-time, exempt. Typically, a 40 - 45-hour workweek. Some evenings and weekend hours as needed.

**Comments:**

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities, and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.

_____ Employee Signature	_____ Date
_____ Immediate Supervisor	_____ Date
_____ Human Resources Signature	_____ Date