



**JOB DESCRIPTION:
Director of Outpatient Services**

3900 WEST BROWN DEER ROAD, SUITE 200
BROWN DEER, WI 53209
PHONE: 414.540.2170 • FAX: 414.540.2171
WWW.SHOREHAVENBHI.COM

1. Title of Position and Supervisor

Title: Director of Outpatient Services
Administrative Supervisor: Executive Director
Clinical Supervisor: DNA

2. Assigned organizational unit: Outpatient Department, a Program of Shorehaven Behavioral Health, Inc.

3. Job summary or overview, including job classification

This is a salaried exempt position. The position may be filled by a person with a business background or by a clinician. If the latter and if not licensed, supervision for 3000 hours and LPC/LMFT/LCSW will be provided if needed for the career advancement of the clinician employee in this position.

In summary, the Director manages all activities involving outpatient referrals from initial call through completion of treatment plans, coordinating caseloads, developing and managing the outpatient staff, and marketing the program.

The Director manages four inter-related units:

1. Psychiatry
2. Outpatient Mental Health
3. Dual Disorders
4. Referral Coordination

However, the Director is not the "Clinical Supervisor" of the staff. At SBH, the "Administrative Supervisor" role is separated from the "Clinical Supervisor" role whenever possible. Furthermore, the Director may be a non-clinician.

The Director of Outpatient Services provides Excellence in Customer Service to

- PATIENTS
- OUTPATIENT STAFF
- REFERRAL SOURCES
- MANAGEMENT, FOR THE GROWTH OF THE COMPANY

4. Position qualifications (experience, skills, education, license)

The Director of Outpatient Services must have either

a) a Masters Degree in a mental health profession

or

b) a business degree and experience in management in the health care industry.

In addition, the position requires excellent organizational skills; excellent employee interviewing skills; skills for incisive, clear writing; exceptional follow through; the ability to work with professionals from many organizations.

For a clinician director, experience assessing most of these levels is helpful: Children, Adolescents, Families, Mental Illness, and AODA. Licensure is not required, but is preferred. Previous experience as a supervisor or administrator in a mental health setting is preferred.

5. Major duties and responsibilities

A. CUSTOMERS FOR THIS POSITION and GENERAL Duties

1) PATIENTS – To encourage customer satisfaction, repeat business, choosing Shorehaven as a provider, compliance with treatment program, payment for service, repeat business, and growth of customer referrals – Provide excellence in customer service.

2) STAFF – Help staff to be effective and efficient – Collegiality, coordination of staff caseloads, coordination of distribution of cases, monitoring authorizations, monitoring referrals, monitoring and training on third-party payer requirements. Report to Executive Director on staffing issues. Interview and select candidates for positions in the department. Manage the work of graduate students working in the department.

3) REFERRAL SOURCES – To encourage business growth through new referrals and new referral development -- Convey professionalism, be highly proactive, organized, and systematic in developing resources.

4) PROSPECTIVE CLIENTS, NEW REFERRALS – To reinforce calling for help-- Convey confidence in helping and referring.

5) MANAGEMENT – To develop and retain qualified staff – Manage productivity of staff, marketing work by staff, and quality of services, recommend changes and projects to improve and increase the department.

B. TASKS/RESPONSIBILITIES

Responsibility for managing, organizing, and completing a task include setting up a system for its completion through **delegation** to office or outpatient staff.

1) CASE MANAGEMENT

REFERRALS

Recording new outpatient referrals as the calls come in.

Check insurance status of referrals.

Refer cases who are not appropriate for SBH.

Assess referrals which cannot be seen by staff rapidly, managing a triage process to avoid a waiting list. Assess for child, parents, family, AODA issues, mental health issues, and behavioral/health/mental health history or delegate to staff.

Procure paperwork on cases as necessary to get authorization, send paperwork to referral source or family on new cases.

Start and organize patient charts, oversee their completion.

Manage scheduling of new clients.

Help develop orientation, training, and education of new and existing staff, including orientation to our policies and forms.

Develop and maintain a therapeutic alliance between new cases and Shorehaven.

Establish and cement relationships with referral sources.

Efficient and complete use of our clinical space.

2) MARKETING AND REFERRAL DEVELOPMENT

The Director of Outpatient Services manages SBH participation in managed care networks, finds new networks to join and markets to them, and maintains SBH network contract files.

The Director of Outpatient Services works with staff to maintain up-to-date professional credential files.

Develop lists of prospective referral sources.

Maintain database of referrals, referral sources, caseloads, and contacts.

Assist with marketing.

Help develop marketing materials.

Maintain periodic contact with all potential resources.

Send referral materials to sources.

3) MANAGEMENT

STAFF

Direct staff meetings and keep staff apprized of new developments.

Maintain awareness of the case load needs of all outpatient therapists.

Assess staff satisfaction.

Assign cases.

Maintain updated resumes of staff and monitor staff files for updated credentials.

Maintain Access/Excel records of weekly productivity per staff member by hours billed.

Report to Executive Director on staff issues.

Screen, interview, and select employees.

Help with recruitment, including psychiatrists, consulting psychologists, and other staff.

Manage outpatient staff charts for compliance with standards.

Coordinate space allocation for outpatient staff.

Train new staff on program and on SBH orientation.

Organize and monitor peer staffing and consultation.

Problem solve staff problems with performance, needs, and cases.

Help staff obtain medicaid provider numbers and licenses.

Identify problems which are systemic and need to be addressed systemically, and individual staff problems which need to be addressed individually with staff, such as diagnostic skill, fidelity to treatment protocols, documentation, etc., and recommend or complete plans, such as in-service training and individual counseling, to ameliorate problems.

4) PROGRAM

Maintain statistics on the activities of the department, recommend strategies for improvement in performance, productivity, and profitability. Continuous quality improvement for outpatient services through development of procedures, manuals, training materials, participation in trainings, best practices, using staff and the research literature as resources. Recommend in-service topics. Maintain awareness of key literature in developing, evidence-based treatments. Assist in development of outcome and satisfaction measures and collecting data. Work with graduate students on assessments, paperwork, and caseloads.

In addition, the Director of Outpatient Services, if licensed, is encouraged to maintain a small clinical practice. In that event, the job description for Outpatient Psychotherapist also applies.

6. Accountability and Benchmarks (deferred)

You are hired not merely to perform a job function, but because we believe your skills will make those job functions an effective, integral, and important part of the growth of your department and SBH and contribute to the welfare of your colleagues, our patients, and the community.

You will be making a contribution to the profitability from which you and your team members will benefit.

Every duty and expectation is your contribution to the welfare of the entire team, the company, yourself, and the welfare of your clients.

Customers for Your Job Functions:

Clients – to enhance the well-being, health, quality of life, and lifestyle functioning of clients
Referral Sources – to think of SBH as the premier, 'go-to' provider
Supervisor – to contribute to the department team as well as anyone can
Company – maximize productivity and billable client hours
Yourself – work with us on your career development and your job-satisfaction