



COMPANY: Windward Life Care

JOB TITLE: Director of Clinical Services

REPORTS TO: Vice President

FLSA STATUS: Exempt

DEFINITION: A clinician who leads the Clinical Department, including the supervision of the RN Clinical Services Manager, Aging Life Care Manager, Associate Aging Life Care Manager, and the On-Call Care Manager positions. The Director of Clinical Services (DCS) represents the Clinical Department on the Management Team. The DCS creates policies and procedures in collaboration with the Vice President. The DCS ensures the quality and appropriateness of clinical services consistent with Windward Life Care's mission and brand attributes. The DCS must also provide guidance to the clinical team regarding management of WLC Home Care Aides (HCAs). Hours are weekdays, with some weekend and evening availability required.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

##### **A. Supervision of Clinical Team**

1. Acts as direct supervisor for Lead Aging Life Care Manager(s), Aging Life Care Managers and Associate Care Manager(s), providing oversight of clinical work; ensuring adherence to company policies; ensuring productivity targets are met; and monitoring overall performance. This is during regular office hours and as needed after hours.
2. Reviews clinical documentation of supervisees.
3. Edits all reports being provided to clients.
4. Maintains clinical knowledge of function of Aging Life Care Managers (job description attached).
5. Conducts performance reviews for supervisees.
6. Engages in recruitment and hiring of new clinical staff.
7. Collaborates with RN Clinical Services Manager to plan continuing education offerings for the clinical team.
8. Ensures all staff receive annual mandated reporter training on the prevention and identification of elder abuse and neglect.
9. Provides or arranges for appropriate supervision for social workers seeking LCSW or care management certification.

10. Responsible for management of social work student internship, including providing or designating a team member to provide supervision for student

#### **B. Development and Oversight of Policies and Procedures**

1. Works with Vice President and clinical team members to develop policies and procedures related to clinical services, incorporating safety and client satisfaction data collected by WLC.
2. Collects, reviews and analyzes incident reports to identify areas for staff training in the areas of client and staff safety, injury and accident prevention, and customer service.

#### **C. Customer Satisfaction**

1. Contacts client/family/referral sources to resolve service concerns.
2. Works collaboratively with the management team to integrate customer service excellence into all company services.
3. Trains clinical team to improve quality of service.

#### **D. Crisis Management**

1. Develops and trains team on emergency preparedness protocols for staff and clients
2. Supervises clinical team members in crisis management training and practices, to respond to client situations requiring immediate intervention.
3. Responds to clinical situations needing immediate intervention and provides in-the-moment guidance to clinical team members

#### **E. Sales and Marketing**

1. Identifies potential customers and referral sources, and demonstrates skill and knowledge in describing WLC's services.
2. Participates in outside marketing activities including public speaking and professional writing at the request of the Vice President.
3. Demonstrates leadership within the local care management and home care professional communities.
4. Assists in development of the Windward Life Care brand identity and markets WLC to the referral base.

#### **REQUIREMENTS:**

1. Minimum qualification of a bachelor's degree in social work or nursing, or comparable education in a related field.
2. Eight or more years of paid clinical and/or case management experience with the senior population, people with serious mental illness and/or developmentally disabled adults.
3. Experience conducting biopsychosocial assessments and creating plans of care.
4. Two or more years of clinical supervisory experience, including conducting performance reviews, coaching employees, and using metrics to measure performance.
5. Working knowledge of the provision of health care and mental health care in a variety of settings.
6. Excellent writing skills.
7. Knowledge of community resources, insurance, technology options for older adults, and care delivery systems.
8. Ability to work independently, manage multiple tasks and use time effectively.
9. Proficiency in the use of: PC and/or laptop computers, cell phone, MS Office Suite, the Internet.

10. Must be able to work independently, organize travel efficiently, and report mileage and billable hours accurately.
11. Ability to work collaboratively with management team and staff in all departments.
12. Active driver's license and clean driving record.
13. Training and credentials to provide clinical supervision for staff seeking LCSW licensure is preferred.

**WORKING CONDITIONS:**

Many of the essential functions of this position are characterized by physical work requiring such physical activities as standing, pushing, pulling, stooping, kneeling, crouching, and reaching. Ability to drive or take public transportation to client locations is also required, and providing incidental transportation using your vehicle or a client's vehicle may also be required. Ability to adapt to various living environments and locations. Possible exposure to environmental allergens.

Please note this job description does not constitute a contract of employment and is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Elder Care Guides reserves the right to modify job duties or job descriptions.

**CERTIFICATION OF APPLICANT:**

I fully understand this description and acknowledge that it may be revised by my employer at anytime. I represent I am fully qualified to perform the position described and can, with or without reasonable accommodations, perform the essential functions. Please list any accommodation necessary to enable you to perform the essential functions of this position:

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I understand any misrepresentation, falsification or material omission of information in this certification or my employment application may result in denial of employment or immediate dismissal from employment.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_