

## KENTUCKY CLINICAL SERVICES EXECUTIVE DIRECTOR

### ESSENTIAL FUNCTION

The Kentucky Clinical Services Executive Director is responsible for developing, implementing, monitoring, and evaluating assigned program services and budgets, and providing clinical supervision and leadership. The Director assists with the procurement of funding, delegates responsibility within services, directs day to day activities of the program, and oversees the clinical portion of new program development and implementation. The Director provides and promotes outstanding internal and external customer service.

### ESSENTIAL DUTIES & RESPONSIBILITIES

1. Provide outstanding internal and external customer service by promoting and utilizing cordial, respectful, and professional communication and interactions. This includes, but is not limited to, promoting and modeling prompt, pleasant, personable, focused, responsive, and appreciative interactions. This also includes consistently returning phone calls and e-mails within 24 hours and updating voicemail/out of office e-mail, as well as consistently using a positive and a professional tone and attitude. The incumbent is expected to consistently meet the outstanding internal and external customer service requirements for this position.
2. Maintain leadership responsibility for development, implementation, monitoring, and evaluation of Kentucky clinical programs in consultation with Chief Officers and appropriate management staff regarding ongoing activities in each of these areas.
3. Perform fiscal budget tasks including submission, defending, negotiating, drafting, and monitoring of behavioral health services budgets in consultation with Chief Officers.
4. Promote integrated care by leading Kentucky Clinical Services staff in the development, implementation, monitoring and evaluation of systems and processes resulting in holistic, client-centered services.
5. Work with referral sources and potential referral services to secure program clients.
6. Work closely with the Chief Officers and other management staff to assure clinical compliance and use of evidence based practices.
7. Maintain a personnel system, including assisting in recruiting, selecting, training of employees; and oversee personnel to assure continuity within various programs. This may include monitoring, referring, and negotiating differences among personnel, providing orientation for new staff, making work assignments, monitoring performance, developing and implementing performance improvement plans, administering disciplinary actions, and conducting performance appraisals.
8. Provide clinical supervision to any staff who are required to have supervision to maintain or achieve their licensure.
9. Provide direct services to clients.
10. Monitor ongoing Clinical Services and evaluate results of programmatic level services within the Director's administrative scope.
11. Participate in and/or monitor quality improvement activities.
12. Work in cooperation with the executive and other management staff to assure smooth continuum of services and grow new services within the organization. This includes, but is not limited to, participation in Management Team meetings, performance of strategic planning functions, assessment of risk management initiatives, and maintenance of policy compliance.
13. Participate in development of and assure compliance with policies and procedures which meet accreditation, certification, and licensure regulations.
14. Represent program interests within the mission of the organization by attending pertinent meetings, making presentations and advocating for service recipients and services.

15. Meet agency best practice standards (see attached).

#### OTHER DUTIES AND RESPONSIBILITIES

1. Keep updated on effective behavioral health and general management practices.
2. Plan and conduct appropriate marketing activities, including but not limited to, public relations training and educational activities to all levels of groups which are affected by services, market Corporation interests inter-governmentally and promote the interests of the Corporation while interacting with external entities.
3. Perform activities necessary to procure and enhance funding in collaboration with Chief Officers.
4. Provide direct services to service recipients as necessary to meet emergency needs or maintain program functioning.
5. Continually improve on professional capabilities by attending conferences and staying apprised of recent literature on programs under Director's purview.
6. Perform other duties not inconsistent with regular duties as assigned.

#### ESSENTIAL KNOWLEDGES & SKILLS

- Knowledge of budgetary and management theories and practices
- Knowledge of rules, statutes, codes, and regulations regarding assigned programs
- Knowledge of proper licensure and accreditation requirements from various funding sources
- Knowledge of grant-writing techniques and styles, and various marketing strategies
- Knowledge of personnel regulations and policies
- Knowledge of supervisory techniques in order to keep programs operating smoothly and keep abreast of new developments and implementation of performance appraisal systems
- Knowledge of basic accounting and statistics
- Knowledge of Electronic Health Records and related systems
- Skills in decision making and problem solving; including negotiating
- Skills in oral communication and public speaking
- Skills in customer service techniques
- Skills in written communication including drafting summaries, memos, analyses, reports and program proposals
- Skill in organizational diplomacy
- Skills in responsible delegation
- Skills in managing time and prioritizing tasks

#### OTHER KNOWLEDGES AND SKILLS

- Skills in stress management

#### RESPONSIBILITY

Reporting Responsibility: The Director reports directly to the assigned Chief Officer of the H Group. The Director must work closely with other executive and management staff of The H Group Kentucky and The H Group (Illinois).

Supervisory Controls: The Director receives minimal direct supervision. The Director has autonomy to the extent that they are not acting inconsistently with program/fund source, Board or Administrative policies. The Chief Officers of The H Group (Illinois) has a comprehensive overview of the H Group Kentucky and has an interest in the product of the company and practices primarily and, to a lesser degree, in the processes used by the Director.

Guidelines: Many of the tasks and duties of the Director are covered by formal guidelines; in the form of policies, procedures and compliance plans set by the organization, as well as licensure, accreditation, statutory, and regularly standards.

## DIFFICULTY

Complexity: The Director is responsible for a plurality of tasks which require prioritization and direction. The position requires the ability to work under pressure, to handle complex decision-making, and to defend the Director's position on issues that may arise.

Scope and Effect: The work of the Director directly affects the programs within the practice and ultimately the entire agency, as well as the agency's public image. The Director has decision-making responsibilities for practice matters provided the decisions are not contrary to agency policies or mission. The short-term loss of a Director is manageable. However, the long-term loss of a Director would significantly impact practice levels of decision-making including the welfare of clients.

## PERSONAL RELATIONSHIPS

Personal Contacts & Purpose: Director has regular contact with:

1. T H Group (Illinois) CEO and other Executive leadership of both the Illinois and Kentucky corporations to plan, implement, and monitor behavioral health services with a focus on integrated care
2. Management staff to exchange information, discuss ideas, and plan programs
3. Staff to provide direction and leadership
4. Community agencies; client advocacy groups; collateral agencies and educators to exchange, provide, or receive information
5. Licensure and accreditation agencies to secure and maintain the same
6. Legislators and funding agencies to gain and maintain visibility, gather support for programs, and procure funding
7. Board of Directors to process recommendations and respond to policies and procedures
8. Law enforcement officials on behalf of populations served
9. Vendors and contractors to obtain contracts, purchase services, or gain physical assistance
10. Professional colleagues to maintain visibility and share information

## ENVIRONMENT

- A. Physical Requirements: Work is primarily sedentary in nature.
- B. Work Environment: The work is performed primarily in an office setting but will require travel within the region.

## MINIMUM CREDENTIALS/REQUIREMENTS

Position requires a Master's Degree in human services related field, and 5 years successful experience with similar program services including supervisory or management duties. Clinical Licensure is required. Must be able to pass all background and drug screenings required by agency policy and/or funding sources, including drug screening. Must have a valid driver's license and good driving record. Management staff in positions that require use of automated/electronic systems, including automated documentation systems, are required to have computer and keyboarding experience and skills or the ability to develop such skills within required timeframes in order to meet the level of proficiency set by the agency. Management staff utilizing electronic/automated systems, including automated documentation systems, will be required to undergo a computer and keyboarding assessment test to determine proficiency.

DOL Status: Exempt HBV STATUS: Level III

Level no: 1e (actual level defined by scope of budget and programs)

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Signed in acceptance  
01/19/2012

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Date

Physical Demands & Environmental Conditions

Kentucky Clinical Services

ESTAB.JOB TITLE \_\_\_Executive Director

\_\_\_ ESTAB.&SCHED.N0.

DOT TITLE & CODE \_\_\_\_\_

PHYSICAL DEMANDS	COMMENTS
<p>1. Strength</p> <p>a. Standing ___10___%  Walking ___10___%  Sitting ___80___%</p> <p style="text-align: center;">Weight</p> <p>b. Lifting up to 30lbs ___Seldom___  Carrying to 30lbs ___Seldom___  Pushing to 30lbs ___Seldom___  Pulling to 30lbs ___Seldom___</p>	<p>Files, binders, office supplies</p>
<p>2. Climbing _____ ___Seldom___  Balancing _____ ___Seldom___</p>	
<p>3. Stooping _____ ___Seldom___  Kneeling _____ ___Seldom___  Crouching _____ ___Seldom___  Crawling _____ ___Seldom___</p>	
<p>4. Reaching _____ ___Occas._____  Handling _____ ___Occas._____  Fingering _____ ___Occas._____  Feeling _____ ___Occas._____  </p>	<p>Some typing/word processing, paperwork</p>
<p>5. Talking  Ordinary _____ ___Yes_____  Other _____ ___No_____    Hearing  Ordinary Conv. _____ ___Yes_____  Other Sounds _____ ___No_____</p>	
<p>6. Seeing</p> <p>Acuity, Near _____ ___Yes_____  Acuity, Far _____ ___Yes_____  Depth Percep. _____ ___Yes_____  Accommodation _____ ___Yes_____  Color Vision _____ ___Yes_____  Field of Vision _____ ___Yes_____</p>	<p>Must be able to use computer, complete paperwork</p> <p>Requires ability to drive on regular basis</p>

ESTAB.JOB TITLE \_\_Kentucky Clinical Services Executive Director

ENVIRONMENTAL CONDITIONS		COMMENTS
1. Environment  Inside __ 99__% Outside __ 1__%		
2. Extreme cold with or without temperature changes	Seldom	Extremes related to weather when traveling
3. Extreme heat with or without temperature changes	Seldom	
4. Wet and/or humid	Seldom	
5. Noise  Estimated maximum number of decibels	Normal	
6. Vibration	No	
7. Hazards  Mechanical _____ Electrical _____ Burns _____ Explosives _____ Radiant Energy _____ Other _____	 _No _____ _Yes _____ _No _____ _No _____ _No _____ _None _____ _Yes _____	Office equipment     May deal with aggressive/threatening client behaviors
8. Atmospheric Conditions  Fumes _____ Odors _____ Dusts _____ Mists _____ Gases _____ Poor Ventilation ____ Other _____	 _No _____ _No _____ _Yes _____ _No _____ _No _____ _No _____ _No _____	Normal office dust
RATINGS E.C.: I O B 2 3 4 5 6 7		

PROTECTIVE CLOTHING OR PERSONAL DEVICES