



**TOUCHSTONE**  
MENTAL HEALTH

## JOB DESCRIPTION **CLINICAL SUPERVISOR**

**Program:** Care Coordination  
**Reports To:** Director of Care Coordination and Case Management

**Classification:** Exempt  
**FTE:** 1.0

### **Position Summary**

This position provides leadership and management for the Care Coordination program, which works with clients enrolled in Metropolitan Health Plan and Medica SNBC insurance plans to help them access, navigate and coordinate medical, mental health, oral health, chemical health and social service related systems and services. This position functions as a part of the leadership team across the agency.

### **Essential Job Functions**

#### **Agency**

- Maintain the vision, mission and values of Touchstone Mental Health (TMH).
- Remain up-to-date regarding the various programs of TMH.
- Remain up-to-date regarding agency policies and procedures and perform all functions in accordance with TMH policies and procedures.
- Provide the highest quality of customer service consistent with TMH's values and standards.

#### **Staff Management & Leadership**

- Direct and supervise staff to ensure effective implementation of the agency's mission, goals and objectives. Communicate and hold staff accountable to performance expectations and delegated responsibilities. Provide ongoing coaching, training, resources and create an atmosphere for open communication, including the provision of regular performance assessments.
- Ensure contract requirements including but not limited to audits, documentation, procedures and communications are maintained throughout care coordination team.
- Monthly and as needed written and oral communication with contact liaisons.
- Model positive service practices for staff. Provide individual and group supervision, consultation, guidance and support to staff. Maintain high performance standards for staff.
- Understand and implement agency policies and relevant external regulations related to staffing.
- With program director, oversee recruitment and hiring of program staff. Assure adequate staff coverage. Assist in conducting performance evaluations.
- Identify training needs and implement training opportunities.
- Ensure that all enrollees have access to evidence based practices.
- Ensure that all enrollees have access to appropriate disease management practices.
- Comply with all state and federal rules.
- Demonstrate the ability to build relationships and work cooperatively with others, be part of a team, express positive attitudes and expectations of others, build team commitment by promoting good working relationships regardless of personal likes or dislikes, and sustain professional contacts for the purposes of networking within the team and the field.
- Understand and use statistical and financial methods and metrics to set goals and measure staff performance in programs.

#### **Program Administration**

- Coordinate admission and discharge process. Review comprehensive assessment of clients to determine client needs and ensure individual care plans reflect clients' needs and service desires. Make recommendations to team. Communicate instructions and methodologies as appropriate to ensure that plan is implemented correctly.
- Ensure the implementation of evidence-based treatment practices by staff.
- Provide crisis intervention services for clients and support the crisis intervention work of other team members.
- Maintain ongoing communication with families, community providers, and others as needed to promote the health and well-being of clients.
- Coordinate with program director to develop annual program budget. Monitor actual revenues and expenses against budget. Provide oversight for purchasing of supplies, maintenance, etc. according to established budget.
- Maintain an underlying curiosity and desire to know more about things, people or issues, including the desire for knowledge and staying current with health, organizational, industry and professional trends and developments.

- Effectively utilize "soft" and "hard" skills in identifying needed changes, gaining support and buy-in from stakeholders, and sustaining commitment and progress within change efforts over time.
- Effectively use operational and clinical information from internal and external sources, including technology, to support strategies for performance improvement and long-term financial viability.
- Utilize the formal and informal decision making structures within the organization and in the field to achieve goals.
- Monitor standards and compliance issues. Review and sign all clinical documents, including clinical consult and review.

### **Supportive & Motivational Client Relations**

- Support welcoming process for new members and insure they are informed of community agreements and event schedules.
- Provide the standardized Health Risk Assessment (HRA/ChaRa)/Functional Assessment within 30 days for all enrollees in person and update at least annually.
- Develop the standardized comprehensive care plan with enrollees on case load and their identified natural supports within 30 days of completing the HRA/functional assessment and update every 180 days.
- Assist all enrollees on case load in accessing and coordinating preventative health, mental health and oral health care (at least annual appointments for each which include a holistic diagnostic assessment). (Have at least annual communication with the enrollees' medical, mental health, oral health and chemical health providers).
- Ensure that all enrollees on case load maintain enrollment in their health plan.
- Keep a record of all care coordination activities for each enrollee in standardized documentation notes using DIRP format.
- Timeline for documentation, i.e.: document within 3 business days from date of service.
- Meet with all care coordination enrollees face to face at least once every three months (quarterly). \*If performing Mental Health Targeted Case Management duties, meet with enrollees face to face at least once a month (monthly).
- Attend all required trainings as designated by contract. Case consultation meetings/trainings with the Care Coordination Management Team.
- Obtain appropriate supervision for levels of care guides/case managers including documentation of clinical supervision through the monthly review of care guide/case manager notes for all mental health practitioners.
- Provide all required documentation, as indicated by the contract providers MHP and UBH.
- Work within the community and among constituents to help create comprehensive relationships that align one's own and the organizations priorities with the needs and values of the broader community.

### **Program Team Member**

- Facilitate team meetings and participate in communication concerning agency updates, reviewing care coordination process and procedure changes and client consultation.
- Follow established program and agency protocols, policies and procedures, including documentation. Provide team with thorough, timely, legible, accurate, objective information.
- Maintain a collaborative relationship with team. Provide help to other team members as needed.
- Plan, execute and oversee large and small-scale projects, including preparing detailed project plans, managing project resources and providing project oversight and sponsorship.
- Utilize best practices in facilitation, conflict resolution, and meeting management when conducting productive and goal-oriented group interactions.
- Participate in creating an overall positive community atmosphere with other staff and residents.
- Complete required trainings, both upon hire and annually.

### **Other Duties**

- Participate in agency wide after-hours on-call rotation to provide clinical consultation to staff as needed.
- As assigned.

### **Physical Requirements**

The work of this position entails the use of standard office equipment as well as a wide variety of household appliances and equipment including but not limited to the clothes washer and dryer, dishwasher, stove, microwave oven and vacuum cleaner. The work of this position requires that the incumbent be able to see, hear, speak, read and write English clearly in order to ensure client welfare and development. This position requires the ability to drive an automobile on a daily basis. This position will also be approved to use agency vehicles. The incumbent must be able to reach, use fingers and drive up to 2/3 of the hours worked; climb stairs, stoop, kneel, crouch, stand, walk, remain in a static position, push, pull, lift, use fingers, grasp, feel, perform repetitive motions, and carry up to 1/3 of the hours worked. The incumbent must also be able to lift up to 10 lbs from the waist, knee or floor and occasionally 25 lbs from the waist.

## **Qualifications**

### **Education and Experience**

- Ability to meet the Minnesota Department of Human Service Rules for qualifications of a mental health professional required.
- Master's Degree in Psychology, Social Work or related field or licensed as a Registered Nurse. Licensure as a mental health professional is required.
- Experience working with people who have severe and persistent mental illness required.
- Experience in a leadership and supervisory role required.
- Advanced knowledge of evidence based treatment practices and methods required.
- Must have two years of experience working with adults with a certified disability.
- Experience or knowledge of chemical dependency issues for adults with mental illness preferred.
- Experience as a case manager is preferred
- Experience in and knowledge of common computer applications such as Word, Excel etc.
- Experience with complex data bases. Experience with county/state reporting data bases preferred (HSIS, MAXIS)
- Experience and knowledge of working with a variety of community organizations and systems.

### **Other Requirements**

- Ability to maintain a clean driving record, a current driver's license, and auto insurance coverage meeting Touchstone Mental Health policy limits.
- Timely completion of the credentialing process via the Minnesota Credentialing Collaborative as services may be billed under this position.

### **Knowledge, Skills and Abilities**

- Ability to intervene appropriately in crisis prevention and de-escalation when necessary.
- Knowledge and ability to facilitate groups.
- Commitment to understanding others by genuinely seeking to know people as individuals, understand different points of view by gaining the insights of others, and cultivate cross-cultural sensitivity.
- Demonstrated ethics, sound professional practice, social accountability and community stewardship. Ability to act openly and honestly and promote organizational integrity.
- Ability to act confidently within one's role and own abilities and to take on challenging assignments.
- Awareness of one's own strengths and development needs, and ability to seek feedback routinely on performance.
- Ability to understand a situation by breaking it into smaller pieces, identifying barriers or obstacles to address current or future problems or opportunities.
- Ability to effectively plan and strategize when putting forth an opinion or suggested action for the use of persuading, convincing, and influencing as the needs and interests of others are assessed and analyzed.
- Ability to incorporate facts and use critical thinking skills to analyze data and present logical and concise recommendations in oral or written form.
- Ability to speak and write in a clear, logical and grammatical manner in formal and informal situations.
- Ability to be flexible in meeting scheduling needs. Ability to work on agency holidays, as required.
- Ability to maintain confidentiality of client information and appropriate boundaries.
- Familiarity with Microsoft Office suite, particularly Microsoft Outlook.

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*The above statements are not intended to encompass all functions and qualifications of the position. Rather they are intended to provide a general framework of the essential requirements of the position. Job incumbents are required to perform other functions not specifically addressed in this job description.*

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Signature

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Date