

**THE DALE ASSOCIATION  
JOB DESCRIPTION**

**Job Title: Clinical Operations Supervisor  
FLSA Status: Non-Exempt**

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Department: Outpatient Clinic  
Approved By: Maureen Wendt

Reports to: Clinic Director  
Updated: December 2021

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**SUMMARY OF DUTIES:** The Clinical Operations Supervisor will provide programming as regulated by N.Y.S. Office of Mental Health and under expectation of a professional concept and provide ongoing direction and support to clinical staff ensuring the Clinic program meets N.Y.S. Office of Mental Health expectations for the provision of therapy to clients and their families utilizing evidence based modalities and an individualistic approach designed to minimize the symptoms and adverse effects of illness, maximize wellness, and promote recovery.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Responsible for a clinical caseload and monitoring clinical operations within the clinic
- Responsible for monitoring High Risk List keeping records accordingly; will facilitate case conference meetings in collaboration with the Director
- Assist with organizing operations within provider's medication clinic
- Support and direct clinical staff with Electronic Health Record operations, review related documents, and provide signature as needed
- Provide ongoing staff education through affiliated resources and guest speakers.
- Monitor daily clinical issues and provide clinical support and direction to clinical staff as needed
- Monitor clinical aspect of program.
- Audit recipient records for accuracy.
- Provide service recipients with individualized and recovery planning through both individual and group counseling.
- Attend required meetings in Program Director's absence.
- Attend agency meetings as indicated including QA/QI meetings and assist with implementation of related quality improvements
- Assist Program Director as needed.

**SUPERVISORY DUTIES:**

Responsible for clinical operational support and direction of clinical staff

**EDUCATION AND EXPERIENCE:**

Master's Degree in Social Work with Licensed Certification or other related QHP certification; knowledge and experience in the field of mental health and diagnosis of illness; training in evidenced based practices; supervision experience preferred; and a minimum of 3-5 years experience in mental health field. Experience working with an EHR is required, experience with Cerner preferred. Possess experience in servicing adults with varying degrees of mental illness; experience in delivery of evidenced based practices; ability to give direction and support to

clinical staff; possess insight for continuous growth of clinical needs of program. Experience utilizing an Electronic Health Record, Cerner preferred.

**LANGUAGE/COMMUNICATION SKILLS:**

Must possess excellent verbal and written communication skills; must be able to work independently with good time management and organizational skills. Possess the ability to write reports, business correspondence, and letters. Demonstrated ability to effectively present information and respond to questions from groups of managers, members, customers, staff and the general public.

**PHYSICAL DEMANDS:**

**The 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.**

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to sit for long periods of time; use hands to finger, handle or feel objects, tools or controls; and to reach with hands and arms. The employee is occasionally required to stoop, bend, crouch or crawl. The employee may occasionally lift and/or move up to 30 pounds.

**WORK ENVIRONMENT:**

While performing the duties of this job, the employee occasionally works near moving mechanical parts. The work environment is an office environment. Local travel is required. The noise level is usually moderate.