



## JOB DESCRIPTION

**Title:** Director of Clinical Operations  
**Classification:** Full-time/Exempt  
**Reports To:** Executive Director

### Overview

POWER's mission is to help women reclaim their lives from the disease of addiction to alcohol and other drugs, and to reduce the incidence of addiction in future generations. We are an agency committed to providing quality gender-responsive, trauma-informed treatment and recovery supportive services to women with substance use and co-occurring disorders.

The Director of Clinical Operations, who is a member of the Administrative Team, is responsible for overseeing all of POWER's treatment and support and services and for developing and implementing the organization's programs and lines of business. The Director of Clinical Operations, who reports to the Executive Director, may serve as Acting Executive Director in the absence of the Executive Director, if appointed by the Board of Directors.

### Essential Duties and Responsibilities

- Work with the Administrative Team to further POWER's mission and execute POWER's strategic plan.
- Evaluate effectiveness of internal systems and processes and drive improvements to ensure effective operations with a focus on improving efficiency and increasing productivity.
- Identify gaps in service and develop and implement collaborative partnerships with community agencies and service providers to expand and/or enhance service delivery.
- Develop, implement, and monitor programs and services using strategies that reflect evidence-based and promising practices; ensure fidelity and evaluate effectiveness.
- Write and implement all clinical and program-related policies and procedures. Ensure compliance with State, County, managed care, and all other regulatory and funding requirements and standards. Annually review and update policies and procedures as needed.
- Update HIPAA policies as required, monitor compliance with HIPAA, and provide HIPAA training to employees. Serve as the agency's HIPAA Compliance Officer.
- Implement and monitor POWER's Quality Assurance Plan to ensure continuous quality improvement.
- Hire, train, supervise, develop, and evaluate Program Managers and provide overall clinical and tactical direction. Serve as liaison to consulting psychiatrist and other clinical contractors and interns.
- Lead Program Managers in the development and implementation of goals and objectives as they relate to POWER's overall Annual Plan. Monitor progress toward goals and objectives and complete reports as required. Distribute and discuss reports with program staff and work with Managers to help them successfully accomplish program goals.

- Develop and implement a comprehensive training plan and provide internal and external training/education. Evaluate agency's progress toward completion of training goals and effectiveness of the overall plan.
- Work with Program Managers to ensure that programs are fully utilized, fiscally sound, and operating at capacity. Monitor utilization of program services, and develop and implement strategies to address utilization-related issues, paying particular attention to systems and processes designed to maximize human resources, respond effectively to the needs of the community, and operate in the most efficient manner.
- Develop and Implement a system for collecting and analyzing data, including client outcomes. Utilize data reports to drive program development and enhancement; and monitor and report effectiveness of program services.
- Implement the agency's EMR (electronic medical records) system and ensure proper use and accuracy of EMR.
- Establish and maintain Referral Agreements with health and human service agencies, work collaboratively with other organizations, represent POWER in the community, and facilitate program- and service-related collaborations.
- Work with Executive Director and Director of Finance & Operations to develop and monitor program budgets.
- Facilitate treatment team and staff meetings, and provide staff support to the Board Program Committee.
- Participate in all staff development and training as required.

### Requirements

- Master's Degree in Social Work, Counseling or related field, or Masters in Business Administration or Master in Public Health and a minimum of five (5) years of clinical experience in a drug and alcohol or mental health setting, three (3) of which have been in an administrative or management capacity; or Bachelor's Degree in Social Work, Counseling or related field, and a minimum of seven (7) years of experience in a drug and alcohol or mental health setting, four (4) of which have been in an administrative or management capacity. LCSW, RN or MBA preferred.
- Strong leadership and organizational skills, and ability to develop effective teams and build consensus.
- Understanding of gender-responsive, trauma-informed, and recovery oriented systems of care.
- Understanding of budgets, financial accountability, and break even analysis.
- Excellent written and verbal communication skills.
- Demonstrated value for excellent customer service.
- Good computer/technology skills.

- Self-directed and flexible to meet the needs of administration and management, and ability to manage multiple tasks.
- Model and support clients and staff in health and wellness activities and with using healthy coping skills.
- Support organization’s mission with a sensitivity of cultural diversity and workplace harmony.
- Ability to secure Act 33 and 34 clearances.
- Valid PA driver’s license.

**Working Conditions**

- Ability to work in POWER’s various program sites and offices.
- Ability to work the hours necessary to complete the work.
- Ability to lift light boxes of office supplies.

**Disclaimer**

- Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to do this job at any time.
- This job description reflects management’s assignment of essential functions; it does not restrict or prescribe the tasks that may be assigned.
- Critical features of this job have been described in the narrative. They may be subject to change at any time due to reasonable accommodation or other reasons.

***POWER is an equal opportunity employer and provider***

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

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_