



Job Description: Director of Clinical Programs

ABOUT THE ROLE

The Director of Clinical Programs (Clinic Director) is responsible for implementing, evaluating, and collaborating with other staff to ensure the effectiveness, relevancy, and sustainability of the Pacific Center's Clinical Services, which includes the robust clinical training program. Clinic Director reports directly to the Executive Director and supervises a diverse staff consisting of licensed clinicians and support staff who provide program delivery. These programs include the clinical training program (16-36 in school and post-graduate masters and doctoral level clinicians), as well as volunteer and contracted clinical supervisors.

Clinical Director has oversight responsibilities, in collaboration with the Community Programs Director, for the Training and Assistance Program, the Peer Support Group Program, the HIV Counseling Program, the Older Adult Counseling and Supports Program (including Older+Out, Out+About, and PEARLS), and Youth Programs (including Trans Tween, LOUD, and BOLD).

Clinical Director works in collaboration with other Director level staff to be a thought partner on organizational initiatives that create innovation, inclusion, and expansion of Pacific Center's services.

This position is hybrid, with a requirement of at least three days a week on site in Berkeley, CA. (More days on site will be needed during onboarding of intern cohorts.)

Minimum Qualifications:

- Licensed as an MFT, LCSW, LPCC or Clinical Psychologist in the state of CA for a minimum of 2 years.
- Supervisory capacity and certification thereof.
- Experience with supervision.
- Experience working with the LGBTQIA+ community.
- Bilingual (Spanish/English) desired.

PRIMARY RESPONSIBILITIES

CLINICAL:

- Work with Executive Director and staff on evaluation, budgeting, and strategic planning for all clinical services including clinical revenue goals, off-site and on-site counseling, and collaborations with other agencies
- Meet and maintain clinic revenue goals

- Manage the clinical training program, which includes the two onboarding orientations per year, one in August and one in January
- Provide individual weekly supervision to clinical staff and interns as needed
- Recruit, onboard, and serve as the primary contact for paid clinicians (associates and fully licensed)
- Recruit, onboard, and serve as the primary contact for clinical supervisors
- Recruit, onboard, and serve as the primary contact for training clinicians including interns and associates
- Ensure that client assignments are made effectively and that the list for callbacks for services is managed. This also requires working with the Senior Intake and Quality Assurance Manager and the Clinical Administrative Assistant to further streamline the interface between the client database and client assignments
- Support the Senior Intake and Quality Assurance Manager in doing chart reviews as well as implementing new documentation policies and procedures
- Liaison with graduate school field placement offices to support new clinician placements
- Hold a weekly one hour clinical consultation meeting for clinicians
- Attend weekly drop in hours to support clinicians
- Assist with individual and group supervision in case contracted supervisors are not available
- Attend to medical record requests in a timely manner
- Onboard clinicians, develop Grief Group sessions, and support Grief Group contracted supervisor ● Collaborate with Senior Intake and Quality Assurance Manager to Oversee HIPAA compliant document storage on Google Drive and third party apps
- Oversee HIPAA compliant storage of all paper records.
- Ensure all staff and clinicians receive HIPAA compliance in a timely manner
- Supervise certification and recertification as required by funders
- Attend to any client and clinicians complaints/crisis issues that may arise
- Collaborate with other staff to support engagement of clinicians in all agency program areas, including Older and Out, HIV Services, and Youth programming
- Participate in training regarding the EHR and overseeing compliance and implementation
- Manage record keeping for all clinic-generated PHI

ADMINISTRATIVE:

- Maintain BBS, CalAIM, and Medi-Cal certification
- Meet regularly with Clinical Program Staff (Senior Intake and Quality Assurance Manager, Administrative Assistant, Manager of Older Adult and Peer Programs, and HIV Program Manager Clinician), as a group to ensure their ongoing support and promote effective and sustainable functioning of the Clinical Services Program
- One-on-one supervision of direct reports
- Develop agendas and facilitate bi-monthly Program Meetings
- Meet with Clinical Admin weekly to review billing
- Approve and submit invoices for contractors
- Oversee accurate data collection and entry into Client Database
- Preparation of clinical program reports for government contracts
- Act as an agency liaison for contracts involving clinical services

- Attend weekly staff meeting and offer Clinical Updates to staff
- Participate and certify in all mandatory trainings required by contract holders

ASSORTED OTHER:

- Participate in occasional agency evening/weekend events
- Participate in promotion of the agency and its services throughout Alameda County
- Assist as needed with relocation activities
- Clinic program operations support, as needed
- Other responsibilities as defined by Executive Director and Board of Directors as needed

SALARY & BENEFITS:

- Base Salary: \$90,000 - \$105,000, based on experience
- Full health benefits (medical, dental, vision) for employee, partial for family members
- 24 paid holidays (including ten days of organizational closure - one week in winter, one in summer, and two floating holidays, in addition to numerous staff holidays), paid vacation and sick time.
- This is a full time, exempt position

APPLICATION PROCESS:

Applications will be received and considered on a rolling basis until the position is filled. Please send (via CC) your application materials including:

- your cover letter
- a diversity statement
- your resume
- proof of clinical licensure
- proof of clinical supervision certification

to Lasara Allen, Executive Director, at lasara@pacificcenter.org and Shanna Bowie, Director of Community Programs, at shanna@pacificcenter.org.

ABOUT THE PACIFIC CENTER:

Pacific Center for Human Growth is a 501(c)3 non-profit organization and an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected Veteran status, age, or any other characteristic protected by law. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements. QTBIPOC and LGBTQIA+ and Multilingual candidates are especially encouraged to apply.

Pacific Center for Human Growth is a 50-year-old LGBTQIA+ mental health clinic in Alameda County, and a critical resource for the health and wellness needs of the local LGBTQIA+ and QTBIPOC communities. Pacific Center offers low cost individual, couples and family mental health services; HIV support services; peer support groups; and a vibrant youth program.