



Title: **Clinic Director**  
Location: Brooklyn and Manhattan

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### **Position Summary:**

The Clinic Director is responsible for overseeing all facets of clinical and administrative services and is accountable for the supervision of administrative aspects of all clinical and non-clinical support staff - including hiring & training. Responsible for the direct oversight of all front-end revenue cycle activities, including billing, collections, denials, and eligibility status of persons served, monitoring missing charges and running monthly reports. Manages non-medical provider schedules and reviews medical provider schedules, coordinating staffing needs, maintaining equipment and supplies, reviewing statistical reports, participating in quality improvement reviews, monitoring compliance with infection control standards and CARF, OASAS, DEA and DOH requirements. Responsible for the overall performance (regulatory, financial, and quality of care) of the clinic or program to which they are assigned.

Will create a highly competent environment in which autonomy is encouraged and nurtured. Will promote professional interdisciplinary collaboration and encourage teamwork to improve the health and wellness of patients. Will uphold START policies and procedures; its Mission, Vision and Values. The Clinic Director shall achieve and maintain the agency's standards of excellence in terms of regulatory compliance, fiscal integrity, and quality of care, patient satisfaction, and staff satisfaction. The Clinic Director shall participate in community education and START marketing, branding, and fund development activities.

### **Administrative Responsibilities:**

- Direct, supervise, and evaluate work activities of medical, behavioral health, non-clinical, clerical, maintenance, and other personnel.
- Oversee fiscal operations, including accounting, planning budgets, authorizing expenditures, and coordinating financial reporting.
- Communicate and clarify current policies and procedures to all employees in order to ensure compliance with all applicable laws, including the prevention, detection, and resolution of conduct that does not conform to applicable laws and regulations.
- Collaborate with the Fiscal Department regarding finance matters and other site administrative duties, including addressing laundering, sanitation and cleanliness of the facility and proper staff coverage. Achieving this by communicating with the Deputy Director and other clinical directors within region regarding security and maintenance coverage needs.
- Communicate and collaborate with the Director of Facilities Management and Superintendent of Building Maintenance for high level matters pertaining to security and maintenance staff.
- Collaborate with Human Resources concerning employee relations (union and non-union staff), performance evaluations and reviews and selection process of new staff.
- Maintain computerized record management systems to store and process data such as personnel activities and information to produce reports.
- Review the performance evaluation of maintenance workers and security with the Director of Facilities and Superintendent of Building Maintenance for the performance reviews.

- Establishes work schedules and assignments for staff according to workload, census, and space and equipment availability.
- Responsible for the scheduling of the security guards and maintenance workers in conjunction with Director of Facilities Management.
- Prepare activity reports to inform management of the status and implementation of programs, services, and quality initiatives.
- Monitor facility and staff to ensure a safe environment and effective use of resources and assess the need for additional staff, equipment and services.
- May serve as the designated Clinical Director as defined by OASAS Regulations.
- Expected to work on a rotation basis on Saturdays (quarterly) and select holidays. Assigned shifts may change according to the needs of the Program.

**Patient Clinic Community Engagement Responsibilities:**

- Consult with referents, business partners, community groups, and other organizations to discuss service issues, enhance public relations, and respond to community needs/concerns.
- Participates in community planning board activities.

**Leadership Responsibilities:**

- Monitor START's established objectives and performance metrics for all operational and administrative units. Accountable for managing all clinical administrative functions (patient care delivery, fiscal, material and human resources) and monitor APG service units.
- Ensure the agency's quality and performance indicators meet or exceed corporate expectations.
- Assist all employees in maintaining and enhancing quality of patient care.
- Implement organizational policies and procedures for the facility
- Maintain communication between clinical and administrative staff at the clinic and between the Director and corporate leadership by attending meetings and coordinating interdepartmental activities.
- Maintain awareness of advances in healthcare, behavioral health, leadership and management models in a changing regulatory and financial landscape.

**Qualifications:**

- Licensed Clinical Social Worker (LCSW) required.
- Masters in a Human Services Field preferred. Or MBA or management related accepted.
- Licensed Masters of Social Work (LMSW) with a willingness to pursue and obtain the LCSW within 12 months of employment acceptable.
- CASAC (Credentialed Alcoholism and Substance Abuse Counselor) preferred.
- Minimum of three (2) years of clinical work experience in the chemical dependence field.
- Minimum of one (1) year of supervisory experience in the chemical dependence field.
- Must complete Clinical Supervision Foundations Training I and II within six months of hire
- Understanding and knowledge of urban community problems and its relation to healthcare, behavioral health, substance use disorders, co-morbidity and homelessness.
- Employee must be computer-literate with knowledge of Microsoft Office Applications.
- Comprehensive knowledge of relevant state regulations and deliverables required by contracts between START and funding agencies.
- Experienced in Healthcare Facility Administration specifically financial/budgets management, performance management and patient quality management.



- Evidence of excellent interpersonal skills, effective communication skills (written and oral); the ability to problem solve; the ability to motivate, develop, and coach individuals and groups; the ability to appropriately confront issues/problems; and the ability to think creatively.
- A strong commitment to furthering institutional performance measures through interdisciplinary teamwork is essential.
- Bilingual English and Spanish language a plus.

### **Travel Requirements:**

- Expected travel is up to 20% of time to participate in staff trainings and management development programs.

### **Physical Requirements**

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of the position which are reviewed in each individual case.

While performing the responsibilities of the role the employee is required to talk and hear. The employee is often required to sit and use his or her hands and fingers, to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision.

### **Limitations and Disclaimer**

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

### **How to Apply**

First, please feel free to read more information about our organization at <https://startny.org>. To apply, please forward your resume to [nstedman@startny.org](mailto:nstedman@startny.org) with the subject line "Clinic Director Opening."



Title: **Assistant Clinic Director**

Location: Brooklyn and Manhattan

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**Position Summary:** The Assistant Clinic Director reports to the Clinic Director and is a member of the administrative staff. Provides support to the Clinic Director by providing clinic oversight assistance, supervision of counselors, ensuring quality of patient engagement and care.

**Administrative Responsibilities:**

- Provides administrative back-up for Clinic Director as needed.
- Expected to provide clinic oversight in the event staff are on leave or vacant.
- Supervision of CASAC Counselors and ensure delivery of behavioral health services, oversees case notes and individual case records.
- Provides clinical supervision to the counselors by holding supervisory meetings at least once weekly with a focus on case analysis, person-centered treatment planning, case management and issues related to the supervisory process.
- Participates in clinical supervision with the Clinic Director once per week.
- Ensures that vocational rehabilitation (when indicated) and resolution of concurrent medical disorders are integrated within each treatment plan.
- Concurrently monitors the quality of patient treatment and reporting documentation in all systems and initiates prompt corrective actions if required.
- Coordinates the release of patient treatment summaries to requesting agencies.
- Attends staff meetings and serves annually on at least one of the agency's standing committees (Health & Safety, Continuous Quality Insurance, Compliance, or Continuing Education).
- Participates and assists in the generation, planning, and implementation of research and demonstration proposals and provide feedback on identified corporate priorities.
- Provides staff training to treatment personnel and ensures the implementation of evidence-based practices.
- Ensures staff maintains all patient confidentiality and privacy guidelines.
- Expected to work on a rotation basis on Saturdays (quarterly) and select holidays. Assigned shifts may change according to the needs of the Program.

**Patient Care Responsibilities:**

- Serves as a member or chairperson of the Interdisciplinary Team in the development of the patient's treatment plan.
- Ensures the thorough and timely completion of patient treatment and reporting documentation in all systems including HRA-STARs, OASAS-CDS, agency electronic health records system, and manual records as appropriate.
- Studies medical and behavioral histories and provides guidance on bio-psycho-social assessment to the Counselors.
- Provides initial mental health screenings for all patients prior to admission.
- Provides initial, annual and crisis mental health evaluations for identified patients.
- Effects improved patient care by selecting the appropriate therapeutic approach and providing individual and group sessions (when necessary), crisis therapy, and marital/family therapy (when indicated), on an on-going, time-limited, or crisis intervention level.
- Provides a network of referrals for those patients needing out-patient, in-patient, residential, or emergency psychiatric services, ensures patient coordination and follow-up, and monitors progress monthly with external providers.
- Coordinates referrals and follow-up for those patients who require concurrent chemical dependency services.

**Qualifications:**

- Qualified Healthcare Professional required.
- Licensed Clinical Social Worker (LCSW) required
- LMSW with LCSW-eligible and willing to commit to obtaining it within one year of employment.
- CASAC Certified License (Credentialed Alcoholism and Substance Abuse Counselor) required
- No CASAC but willing to commit to obtaining one in a 12 months period
- Masters in HealthCare, Public Health or Business Administration preferred.
- Two (2) years of post-Masters Degree experience in the emotional/behavioral assessment and treatment of individuals in a mental health setting, including experience with substance users.
- Minimum of two (2) years of experience as a counseling supervisor.
- Must complete Clinical Supervision Foundations Training I and II within six months of hire
- Evidence of excellent interpersonal skills; effective communication skills (written and oral); ability to problem solve; ability to motivate, develop, and coach individuals and groups; ability to appropriately confront issues; and ability to think creatively.
- A strong commitment to furthering institutional performance measures through interdisciplinary teamwork is essential.
- Experience in providing and documenting psychological Mental Health Assessments and Screenings including diagnosis as described in the DSM-V; establishing therapeutic relationships



with individuals; providing direct treatment services and referrals for patients; and providing consultation to the treatment staff.

- Excellent computer skills and knowledge of Microsoft applications.
- Bilingual in any language a plus.

### **Travel Requirements:**

- Expected travel is up to 20% of time to participate in staff training and management development programs.

### **Physical Requirements**

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