

## **Job Posting – Hamm Memorial Psychiatric Clinic**

### **Director of Clinical Services and Programs**

The Hamm Memorial Psychiatric Clinic is currently seeking applicants for the position of Director of Clinical Services and Programs.

The Hamm Clinic is a non-profit, outpatient mental health clinic offering services to adults, couples and families in the greater St. Paul and Twin Cities area. We are leaders in providing effective, multi-professional and culturally responsive mental health care equitably to all who may need it, including unserved and underserved populations to whom it may not be accessible for financial or other reasons. We aim for excellence through our high-quality research on treatment outcomes, as well as build tomorrow's workforce through our much sought-after clinical training and education for psychiatry residents, psychology/social work internships and fellowships both pre and post licensure. At Hamm Clinic, our approach is all about building relationships that heal.

#### **Summary:**

The Director of Clinical Services and Programs is responsible for the overall development, implementation and oversight of clinical services and programs at Hamm Clinic. The incumbent is at the forefront of change, assuring timely compliance with applicable federal, state, county, licensing and legal regulatory requirements. As a member of the Leadership Team, the Director of Clinical Services and Programs coordinates client care and outcomes and is responsible for clinical supervision. In addition, s/he oversees performance outcomes and program effectiveness in alignment with Hamm Clinic's mission as well as strategic, operational and financial goals. The incumbent creates value through clinical expertise, effective human resource management, innovative program development and the implementation of new ideas that continually improve processes, client service, and extend Hamm's reach in the community and with client populations. This position reports directly to the Executive Director.

#### **Core Responsibilities:**

- Manage and facilitate the day-to-day delivery of high quality clinical services while preserving Hamm's unique relational model of care
- Assure alignment of clinical functioning with agency strategic, operational and financial objectives
- Develop, maintain and grow outpatient clinical services and programs, especially through integration with partners and collaborators
- Oversee and assure the successful functioning of client referrals and assignments, file documentation, treatment and termination
- Assure availability of appointments for new clients and low wait lists; manage clinical schedules to attain goals.
- Monitor clinical practice and performance to resolve identified problems; assure benchmarked clinical performance through tracking, support and training of staff; report on clinical team practice, performance and productivity
- Perform program assessment, satisfaction surveys and quality management/improvement including peer review

- Maintain best practices for Hamm Clinic. Identify industry changes impacting effectiveness of current clinical programs and implement changes as needed.
- Recruit clinical staff to maintain adequate talent stream and alignment of staffing with client/community needs
- Develop and implement policies and procedures that assure management of risk and reflect adherence to HIPPA, agency and corporate/ external regulatory guidelines; make available to all employees; maintain compliance
- Participate in Leadership Team operational, strategic and fiscal planning for Hamm Clinic
- Collaborate with the Director of Training, Education and Research to plan, manage and track residents, interns, fellows and other students in Hamm's yearly program, as required
- Partake in research activities undertaken by the Clinic
- Participate at Hamm Clinic Board of Director meetings, committees of the Board, and other external meetings as required
- Provide supervision to staff as required, as well as performance reviews, guidance and resolution of complaints, grievances, etc.
- Provide direct clinical care if required
- Other duties as required.

#### REQUIREMENTS

- Minimum of a Master's Degree in Psychology, Social Work, Counseling or a closely related field
- Minnesota licensure required. LICSW preferred.
- Minimum of 5 years' previous clinical supervision experience in mental health
- At least 2 years' proven experience in program administration and management
- Demonstrated ability in establishing and meeting priorities
- Excellent knowledge of mental/behavioral health services and trends, including third party reimbursement procedures and issues
- Excellent understanding of Rule 29, and HIPPA regulations as well as Local/State and Federal laws and policies pertaining to healthcare delivery. Demonstrated ability to be compliant with all requirements
- Proven aptitude to develop, evaluate and implement quality care indicators and execute strategy to obtain desired clinical outcomes
- Ability to head a team through effective communication and adaptive leadership
- Ability to drive effective processes that achieve shared vision and results across all functions
- Ability to bring creativity, knowledge and skill-set to the analysis and solving of problems as well as the development and implementation of programs and services
- Ability to function independently and multi-task in a variety of roles
- Ability to communicate in English verbally and in writing; Spanish would be an asset
- Ability to use an Electronic Health Record and other general office electronic systems

Hamm Clinic is an inspiring workplace dedicated to diversity and equity. We are an equal opportunity employer and offer comprehensive healthcare benefits. COME JOIN OUR INSPIRING TEAM!

All passionate candidates should submit qualifications to [jobapplication@hammclinic.org](mailto:jobapplication@hammclinic.org).