

Clinical Coordinator

Status: Full-time Position (2 Positions)

Location: Allegany & Washington Counties (1); Frederick & Carroll Counties

Reports To: Clinical Director

General Description:

- Provides clinical supervision and on-call to ensure coverage for all 3 counties (Washington, Frederick, and Carroll).
- Ensure the participants' needs are being met through ongoing assessment of service delivery by PCMS staff (Community Support Specialists and/or Care Coordinators).
- Ensure goals in the plan of care are addressed consistently and recommends changes to the plan of care goals as determined necessary.
- Encourage the professional growth of staff through case conferencing and ongoing education in an individualized manner, addressing each staff member's personal needs in an independent setting.
- Conducts field supervision and provides support and guidance to the staff member in the following areas:
 - Ethical concerns, boundary issues and overall service delivery.
 - Clinical education relevant to the participant's mental illness.
 - Problem-solving and overall service delivery.
- Provide/organize clinical in-service staff trainings and clinical group supervision to ensure compliance, best practice and offer clinical supervision for staff experiencing participants with challenging behaviors as well as assisting with crisis intervention.
- Conducts supervision or case notes and case reviews as needed; support staff in managing their caseload, tracking the progress of participants, signing off on case notes, and assisting staff in responding to the unique clinical and legal requirements of their cases.
- Foster team cooperation ensures progress toward goals and acknowledges team accomplishments.
- Shall ensure participant's chart and all associated documentation is maintained in accordance with COMAR 10.09.45.04 and 10.09.90.
- Provides experienced level of service: Initial Assessment, Annual Assessment, Reassessment, Plan of Care, service linkage, advocacy, monitoring of service delivery, consumer outreach, and maintains all and timely documentation.
- Ensures all documentation is complete, accurate, and timely for case management visits or child and youth units done.
- Attends local community meetings to represent the agency (for example, FIM meetings, LCT meetings, etc.)
- Documents clinical supervision with staff. Keeps all documentation up-to-date and available to other members of the Clinical team (i.e., Clinical Director and Executive Director).
- Provides crisis intervention as situations indicate and within scope of practice.
- Provides liaison services for clients with various community agencies.
- Functions as part of a continuous case management team to serve and meet the needs of clients.
- Maintain consistent communication with each program manager to ensure program manager is up to date on staff growth, concerns, and positive accomplishments. Immediately communicate client and/or staff concerns with program manager.

- Works schedule according to the need of the agency.

CONTINUITY OF CARE & PERFORMANCE IMPROVEMENT

- Shall safeguard the confidentiality of the participant's records in accordance with state and federal laws and regulations governing confidentiality.
- Responsible for completing face-to-face interactions with participant and/or parent as outlined by COMAR regulations and the ASO (Beacon Health Options) to ensure the plan of care is being adequately achieved.
- Provide clinical support, as needed, for clinical assessment with challenging behavioral/mental health participants/situations.
- Provide clinical support to case managers/care coordinators with navigating through difficult family dynamics/environments.
- Ensure compliance of all PCMS policies and regulations, and state laws and regulations.
- Works schedule according to needs of agency's delivery of quality service.
- Participates in 24-hour emergency coverage rotation as needed.

ADVOCACY & COMMUNITY ENGAGEMENT

- Empower the participant to secure needed services. Present participant with options to services that may be available and best suited to their individual needs.
- Take any necessary actions to secure services on the participant's behalf.
- Encourage and facilitate the participant's decision making and choices leading to accomplishment of the participant's goals.
- Empower staff to advocate on the participants' behalf by providing clinical oversight and educational information through training and case review.
- Act as a liaison for PCMS with community agencies and other local mental health agencies and providers, promoting positive and effective collaboration.
- Exhibiting behaviors consistent with and conforming to the organizational culture (KARD)
- Maintaining confidentiality
- Establishing oneself as a credible and trustworthy resource to whom employees may voice concerns.
- Capable of understanding the business operations and functions within the organization.
- Building engaging relationships with all organizational stakeholders through trust, teamwork, and direct communication
- Provides clear, concise information to others in verbal, written, electronic and other communication formats.
- Prompt and regular attendance

Employment Requirements:

- Mental Health Professional with a minimum of a master's degree
- Must be licensed by the State of Maryland to practice in the profession of social work, professional counseling, psychology.
- Minimum of 3 years' experience working with individuals that have behavioral/mental health diagnoses.
- In good standing with State of Maryland licensing board related to profession
- Knowledgeable regarding community resources related to mental health and case management.

- Ability to work independently and prioritize daily schedule to best address the needs of staff and participants.
- Communication skills, verbal and written.
- Maintains professional liability insurance recommended.
- Valid driver's license, dependable transportation, and vehicle insurance.

If you are interested, please send your resume to recruiting@pcmsinc.org

Potomac Case Management supports a diverse workforce and is an Equal Opportunity Employer that does not discriminate against individuals. We provide equal employment opportunities without regard to race, ethnicity, color, religion, sex, national origin, age, disability, marital/familial status, veteran status, sexual orientation, gender identity, gender expression, genetic information, or any other protected characteristic applicable under law.