

Family Paths, Inc.
JOB ANNOUNCEMENT

Job Title: Clinical Operations Specialist II/Treatment Specialist
Classification: Specialist II
FSLA Status: Exempt – Administrative
Reports To: Clinical Operations Manager

JOB SUMMARY:

This position is a 50/50 Clinical Operations/Treatment Specialist with half of their time responsible for supporting the Clinical Operations department and the other half time consisting of a client caseload.

Clinical Operations support includes training and supporting clinical staff in clinical documentation protocols and use of the Electronic Health Record system, as well as providing Quality Review of clinical notes and both open and closed charts. This involves working under the direction of the Clinical Operations Manager and Clinical Operations Coordinator to gain and maintain a clear understanding of the policies and procedures regarding documentation standards. The COS may need to communicate with all clinical program managers, clinical staff, and appropriate support staff to help the COM implement best practices regarding chart documentation issues and contract compliance. The COS is responsible for communicating collaboratively, respectfully and effectively with colleagues from diverse backgrounds. The COS will participate in any audit review process as needed.

ESSENTIAL DUTIES:

CLINICAL OPERATIONS

1. Reviews charts and progress notes for compliance with state, county and agency standards.
2. Provides clinical documentation, HER, and billing training and support for all new clinical staff.
3. Maintains training protocols and materials including EPSDT documentation training manual.

DIRECT SERVICE

1. Initiates contacts with caregivers, children and referral sources to determine appropriateness for services.
2. Assesses each client to determine appropriate diagnosis, treatment modality and interventions that meet cultural and language needs and strengths, and works with the client collaboratively to identify and set treatment goals that respond to the families' values and strengths.
3. Provides individual, play and/or family therapy, and conducts collateral sessions and case management support with significant support persons as needed with the regular use of discretion and judgment.
4. Maintains an appropriate caseload and meets program billing goals as determined by program manager.
5. Maintains client files according to County/State guidelines and meets timeline requirements.
6. Travels throughout Alameda County to provide therapy in the home and/or community as appropriate.
7. Provides case management, such as linking children and families to culturally and linguistically appropriate community resources and/or coordinating contacts with other service providers, including, but not limited to, schools, Social Service Agency and other mental health providers.
8. Participates in case consultations with other Family Paths' treatment team members staff as needed. (I'm thinking about Long term case reviews here.) for all shared cases.
9. Consults with Program and/or Clinical Supervisor on a regular basis.

OTHER JOB FUNCTIONS:

- Attends all department and other mandatory meetings and designated training events sponsored or required by Family Paths.
- Participates in State Audit preparation as needed.
- Maintains an appropriate caseload and meets program billing goals as determined by program manager.
- Maintains client files in an appropriate and timely manner.
- Prepares all files annually for quality review.
- Documents billable services according to County/State guidelines.
- Performs other duties and assignments as required.
- Performs related duties as required.

QUALIFICATIONS & SKILLS REQUIRED:

- MA/MS degree in mental health field required from an accredited graduate school
- Licensed MFT, LCSW or Ph.D. in California, or intern registration toward attaining license.
- Experience with MediCal EPSDT documentation standards.
- High level of attention to detail, organizational skills, flexibility, consistency and accountability.
- Understanding of organizational clinical documentation standards and ability to identify documentations that do not meet standards.
- Advanced computer skills/proficiencies; email, web, MS Word Suite (including Excel, Word, PowerPoint, etc).
- Previous database/EHR experience.
- Ability to communicate effectively and respectfully (both verbally and in writing) to colleagues from diverse backgrounds.
- Ability to exercise good judgment and work independently on a day-to-day basis legally and ethically and to consult with supervisor when appropriate.
- Language skills that include the ability to read, analyze and interpret compliance and regulation guidelines and legal documents.
- Ability to address differences and conflicts, including those that are culturally based, in a proactive manner.
- Ability to adhere to strict deadlines and deliverables.
- Must have working knowledge of all laws pertaining to mental health in general and child abuse in particular.
- Experience working with at-risk children and/or families.
- Ability to work 1-2 evenings per week.
- Demonstrated experience working with culturally diverse populations and/or demonstrable life experience which qualitatively improve service delivery to Family Paths' clients.
- Must demonstrate acceptable level of maturity, good judgment, and the ability to maintain a high level of discretion and confidentiality.
- Displays a professional demeanor and "can do" attitude to represent the organization in a positive manner at all times.
- Has outstanding interpersonal skills, works effectively in a team, and works effectively and maintains composure in a stressful or deadline-driven environment.
- Is adaptable and a proactive problem solver able and has a willingness to do what it takes to contribute to their own success and the success of the agency.

Special Requirements:

- Must pass criminal records clearance.
- Requires some driving on agency business so must maintain a valid CA driver license, reliable personal automobile, a clean driving record, and current auto insurance meeting required limits of liability.

Physical Requirements:

- Frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc.
- Occasionally required to push/pull objects up to 50 lbs. and to lift/carry objects up to 25 lbs.
- Must be able to walk, stand, and sit for extended periods.

COMPENSATION:

\$51,168 depending on qualifications and experience. An additional 5% differential will be paid for bilingual capacity for relevant threshold languages (e.g. Spanish). This position is full time based on a 37.5 hour work week.

LOCATION: Hayward, with travel between Hayward and Oakland offices and throughout Alameda County.

EMPLOYEE STATUS: Full Time (based on a 37.5 hour work week)

BENEFITS INCLUDE:

Group Kaiser and Dental Benefits, Flexible Spending Accounts for healthcare and dependent care expenses, PTO plan starting at 4 weeks for vacation, personal and sick time off, 9 paid Holidays, 2 Float Holidays, one week of paid Educational Leave, development allowance, 401K Retirement Plan, Commuter Benefits Plan, 529 Education Savings Plan, Long Term Disability Insurance, Voluntary Long Term Care Insurance, Voluntary Aflac Benefits

TO APPLY: Send your resume and **cover letter** to Andrea Makunje, Clinical Operations Manager
Email: amakunje@familypaths.org
Fax: 510-893-2074

Family Paths is a non-profit agency that has provided mental health and family support services to strengthen families and prevent child abuse since 1972. Family Paths offers a fun and supportive team environment, a commitment to training, opportunities for growth, and an excellent benefits package. We are an agency that is actively engaged in multicultural organizational development and respects and values the diversity of the communities we serve and the staff who work here. Family Paths serves all of Alameda County and is based in Oakland with an office in Hayward.