

Director, Clinical Services: Guide+Thrive

Job Description

Full-time Exempt

Category VII

Guide + Thrive is a cutting-edge solution which provides individuals with direct access to behavioral health and well-being support. High-touch, concierge, behavioral health support is delivered telephonically, virtually and on-site to our client's employees including corporations, health systems, associations, unions and students.

Summary

The Director, Clinical Services, supervises, coordinates, monitors, develops and mentors the Guide+Thrive Clinical Team. This position will provide daily administrative oversight to the team, identify and recommend changes to Guide+Thrive's clinical operational and system infrastructure.

Reports to VP, Clinical Services

Job Requirements for Category VII

- Proficient in Excel, Word and Outlook
- Attention to detail
- Strong interpersonal and communication (oral and written) skills and the ability to work effectively with a wide range of constituencies in diverse communities
- Ability to multi-task in a fast paced, rapidly evolving work environment
- Ability to think critically and handle multiple demands with shifting priorities
- Assuring compliance with standards and regulations
- Proofreading or checking information for accuracy
- Ability to work well with others and autonomously
- Ability to maintain confidential information
- Ability to foster a cooperative work environment
- Committed to meeting the needs of the external and internal customers
- Goes the "extra mile" to service both internal and external customers
- Employs good time management skills in order to consistently follow through on commitments, deliver on promises and meet deadlines
- Maintains a positive attitude and is not knocked off balance by the unexpected
- Treats colleagues with courtesy, dignity and respect
- Strong problem solving and analytical skills
- Independent decision maker
- Actively engaged in driving the success of BHS
- Provides assistance, information or support to others to build and maintain relationships with them
- Listens and responds constructively to other team members' ideas
- Makes good decisions based on a mixture of analysis, wisdom, experience and judgement
- Is able to identify action steps independently when faced with a barrier or challenge
- Challenges the status quo and suggests improvements
- Creates strong morale and spirit in his/her team; celebrates successes
- Aligns departmental objectives to organizational vision and regularly monitors progress and results
- Provides team members with encouragement and regular/actionable feedback
- Holds regular performance and development discussions with his/her staff and coaches them to develop professionally
- Deals with problems firmly and in a timely manner
- Anticipates problems and thinks ahead for next steps
- Makes decisions that are aligned with the vision, goals and values of BHS

- Uses resources effectively and efficiently
- Can decide and act without having the whole picture
- Effectively leads and makes decisions in an environment of uncertainty and ambiguity
- Effectively gets things done through others
- Removes obstacles in the way of achieving results
- Bottom line oriented
- Business acumen: understands how the business makes money

Duties and Responsibilities

- **Supervise Guide Care Concierges and referral coordinator teams**
 - Direct clinical services and operations of the Guide Care Concierge service deliverable
 - Collaborate and support customer solutions for program planning and the implementation of strategic organizational and department goals and objectives.
 - Create clinical infrastructure including; SOPs, workflows, and best practices
 - Monitor work to ensure clinical team is following process and meeting performance metrics.
 - Manage team members and hold accountable for Key Performance Indicators
 - Monitor capacity and plan for additional coverage
 - Provide oversight of clinical client orientation meeting with client HR training on benefits, etc.
 - Provide clinical training to team - including, but not limited to, the administration and documentation of validated screening tools i.e. PHQ-2, PHQ-9, GAD-7 etc.
 - Participate in Microsoft Dynamics case management system development and quality assurance as it pertains to delivery of clinical services
 - Provide direct support on high-level/VIP cases for Guide customers
 - Provide direction, connection and overarching relationship management strategy to the Guide team relative to the preferred provider network build-out
 - Deliver performance reviews to Guide team
 - Administrative and performance management
 - Develop and deliver ongoing training plan
 - Oversight/accountability of process and clinical outcomes measures
 - Participate in the clinical on-call rotation as assigned
 - All other duties as assigned

Education and/or Experience

- Master's degree in Mental Health, Health Services and active Maryland mental health professional license at time of appointment, including LCSW-C, LCPC, and others.
- Specialization in EAP or a minimum of 3 years post graduate experience working full time as a clinician in the EAP field.
- Experience directly related to Care Coordination and call center operations. Perform all other activities and duties as assigned
- 5-7 years plus managing clinical professionals
- At least 5 years of progressively responsible related experience in order to plan and direct all phases of assigned clinical program(s); licensing and credentialing requirements; and demonstrate managerial ability sufficient to develop short and long-term goals and objectives, and direct staff.
- Work requires thorough knowledge of clinical care management theory and practice, outpatient mental health system and service delivery management, program planning and evaluation, and strong written and oral communications skills.
- Interpersonal skills sufficient to direct large clinical staff and to effectively communicate with high end professional firms and with outside individuals, groups, and committees in order to promote service.



- Problem-solving skills sufficient to develop and evaluate plans and objectives for service deliverable, resolve service problems, and identify and pursue proactive solutions.

Interested? E-mail your resume to: careers@bhsonline.com or call 443-738-0985 for more information.