



Denton County MHMR Center: Position Description

Name: Open		Position Description Updated: 07/27/2023	
Position Title: Chief Clinical Officer		Effective Date:	
Department: Executive Leadership Team/Chiefs/Administration		Program Code: 10-104	
Reports to: Executive Director			
FTE Status: Full Time	Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/>	Work Model: Hybrid	
Schedule: M through F 8:00AM - 5:00PM (1 Day Remote)		Position # 485	Travel: 20%
Pay Range: DOE		Main Location: 2519 Scripture (Admin Offices)	
Shift Diff Eligible <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Language Diff: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

Denton County MHMR Center, a Certified Community Behavioral Health Clinic (CCBHC), is committed to fostering an inclusive, trauma informed, and welcoming environment that embraces and celebrates diversity and equity. We strive to create a collaborative and encouraging atmosphere, where individuals of all backgrounds, abilities, and lifestyles feel respected, supported, and valued. Integrity, honesty, and kindness are core values that help create a strong and supportive organization that delivers high quality, person-centered care with trauma informed practices.

General Description

The Chief Clinical Officer (CCO) is a key contributor to Denton County MHMR's (DCMHMR) C-Suite team. The CCO will be responsible for directing and facilitating Center governance and compliance activities as they relate to clinical services such as contract management oversight, clinical intake services, quality and utilization management, community education endeavors and federal/state contract/grant required trainings. The CCO will own and assume an active leadership role in growing DCMHMR's practicum and internship program activities establishing key relationships with higher education entities creating a pipeline of talented clinicians ready to provide services within DCMHMR's programs. Furthermore, the CCO will also be responsible for grant activities including supervision of Center grant writing activities and personnel, grant-related programs as they are awarded, and either leading or partnering with other C-Suite members to successfully execute DCMHMR's grant deliverables as needed.

The CCO provides LPHA clinical oversight and provides leadership development of other team members within the Center to maintain quality and continuity of care for the individuals served. They are an LPHA-S that can supervise internal LPHA interns/practicum students and provide guidance to other LPHA-S supervisors. They plan, assign, and/or supervise the work of the Senior Director of QM/UM, Senior Director of Clinical Services, Grants Specialist, and as the Practicum/Internship program is developed, oversight of any personnel in that program. The CCO works under minimal supervision, with extensive latitude for the use of initiative and independent judgment.

Education, Training and Experience (including licensure and certification)

Master's degree from an accredited behavioral science program required. Texas LPHA licensure in good standing, experience with desired experience in social services or MHMR services. People management experience required. Must have current LPHA supervisory designation and be well versed in Texas LPHA licensure processes and requirements (TBHEC).

REGISTRATION, CERTIFICATION, LICENSURE OR OTHER QUALIFICATIONS:

- Master's degree in behavioral science field required.
- Current LPHA – LPC, LMFT, LCSW, or related licensure required (Texas)
- Minimum of 5-7 years in a leadership role with direct supervision of multiple Program Directors and multiple program level responsibilities required.
- Minimum of 5-7 years clinical supervision licensure (LPHA-S) required.
- Upper-level program management experience required (minimum of 5 years as a Program Director, VP, Senior Director, or above)
- Must maintain a valid Texas driver's license, auto liability insurance and a driving record acceptable to the Centers insurance requirements.
- All job specific training must be completed within 30 days of hire.

Knowledge, Skills and Abilities

- Knowledge of TBHEC rules and regulations, in depth understanding of professional code of ethics, LPHA licensure process and supervision oversight, knowledge and understanding of and compliance with HIPAA and 42 CFR PART II, Texas

Community Center experience preferred, but we will consider other clinical experience if the candidate has key skills to support success in this role.

- Skilled in the care and treatment of individuals with behavioral health disorders, use of diagnostic testing (DSM-5 conditions) and treatment tools, in compliance and ethical practices, supervision and direction of others, and operation of computers and applicable computer software.
- Ability to direct compliance, governance, diagnostics, and intake activities; to communicate effectively; and to plan, assign, and/or supervise the work of others.
- Must be team-oriented and exhibit skills that support DCMHMR's guiding principles.
- Must demonstrate how they will complement and fortify the skills of the existing C-Suite team.
- Must be a skilled developer and leader of people, with the ability to effectively communicate, build relationships in and out of the Center, and must have demonstrated abilities of growing leaders and programs.

Essential Elements of C-Suite and Executive Leadership Team Responsibilities

All C-Suite and ELT members serve at the pleasure of the Executive Director (ED). While some members report to various Center Chiefs, all C-Suite members serve under the ED's leadership. It is critical that all C-Suite and ELT members understand that they are held to a higher level of integrity than general team members. Each member of the C-Suite and ELT is expected to always maintain confidentiality of the Center, client, and staff business. This position serves at the pleasure of the ED and as such is expected to exhibit loyalty, honesty, and integrity to the Executive Director.

Confidentiality Statement:

The C-Suite and ELT members will participate in executive-level conversations that require the strictest levels of confidentiality. As such, the C-Suite and ELT members will maintain all information received at Denton County MHMR Center in strictest confidence. The C-Suite and ELT members will not disclose or divulge either directly or indirectly any confidential information to others unless first authorized to do so by the ED or a designated party. As such, the C-Suite and ELT members will be responsible for adhering to the following:

- a) The C-Suite and ELT members will not divulge any information directly or indirectly that the ED has discussed with the ELT member regarding other staff or possible information that the ELT member has been privileged too.
- b) The C-Suite and ELT members will work with executive-level staff in a cooperative, confidential, and loyal manner and will maintain loyalty to the agency mission.
- c) The C-Suite and ELT members will ensure confidentiality of executive-level conversations, planning, personnel and/or other strategic negotiations or contract discussions.
- d) The C-Suite and ELT members will ensure an executive-level approach to the release or distribution of information from executive meetings as appropriate.
- e) The C-Suite and ELT members will be responsible for aiding in the betterment of staff and helping the staff achieve success. At no time will the C-Suite and ELT members be allowed to incite chaos and discord among the staff.
- f) The C-Suite and ELT members will manage and develop direct reports in a manner that is consistent with mission-driven performance and loyalty to the agency's vision and direction, guiding all staff on appropriate confidentiality and/or release of information.
- g) If any C-Suite and ELT member has any issues, concerns, or questions, the C-Suite and ELT member will need to come directly to the ED and discuss the issue, concern, or question with the ED and seek positive resolution.
- h) All C-Suite and ELT members will not communicate with individuals outside the Center regarding issues involving the Executive Director (Judges, County Commissioners, or any additional community stakeholders). However, after discussion with the ED, if the C-Suite and ELT member does not obtain resolution with the ED, the ED will direct and advise the C-Suite or ELT member on the next steps toward resolution. Every attempt must be made to resolve any issues at a Center level prior to moving to the next steps. If a resolution cannot be achieved and a reasonable effort has been made by both parties, the designated Chief can contact the Board Chair on behalf of their direct report for any additional conversation and resolution. The chain of command will be strictly followed and enforced and any attempt to go around the chain of command will be seen as a direct violation of the confidentiality process.

Essential Duties include the following. Other duties may be assigned as needed.

1. Provides clinical oversight and leadership of the QM/UM, Grants, and Practicum/Internship staff providing services at Denton County MHMR Center that fall under the CCO umbrella.
 - Leads staff meetings and oversees governance, audits, and regulatory activities and staffings as needed.
 - Provides opportunities for continuing education for Center LPHA's and their teams.
 - Supports their leadership team by effectively communicating goals and initiatives and promoting cohesive and collaborative team dynamics.
 - Collaborates with clinicians and medical team to provide support of difficult case consultations and peer reviews.
2. Provides direct clinical supervision and serves as an advocate for the QM/UM Program, Grant Program, and Practicum/Internship as needed.

- Designs, and develops the Practicum/Internship program assuming an active leadership role in growing DCMHMR's practicum and internship program activities establishing key relationships with higher education entities creating a pipeline of talented clinicians ready to provide services within DCMHMR's programs.
 - Completes the performance evaluations, coaching, and mentoring of direct reports as needed to help develop and grow leadership teams in a timely manner.
 - Provides oversight and assists in giving direction of clinical discussions during leadership and staff meetings regarding diagnostics, clinical care, and clinical practice as it relates to Center services.
 - Actively monitors program areas to ensure timely delivery of audit materials, reports, and communications with state and federal agencies as appropriate.
 - Monitors program activities to ensure state and federal measures are met in an ethical and efficient manner.
 - Ensures programs are monitoring expenditures and functioning efficiently and effectively.
3. Participates in and provides oversight of the Utilization Management Program's design and implementation.
 - Functions as a UM Committee member.
 - Monitors the utilization of LPHA clinical resources to assist in the promotion, maintenance, and availability of quality care in conjunction with effective and efficient utilization of resources.
 4. Oversees direct program department budget to ensure maximized revenues are properly captured and expenses are minimized.
 - Assists leadership team to properly adhere to Center budgetary constraints.
 - Partners with other programs to ensure client records are up to date to ensure proper service billings.
 - Works with their leadership team to identify opportunities for minimizing expenses.
 - Partners with CFO and other Chiefs as appropriate to create/forecast program budget.
 5. Oversees standards for quality care that align with federal, state, and trauma informed guidelines.
 - Partners with their program leadership to perform medical program audits on a regular basis.
 - Partners with Chief Clinical Officer to review and discuss medical team reports and processes to ensure Center contract, grants, federal/state guidelines are followed and risk to individuals served is mitigated.
 - Reviews client deaths and either participates or assists in Death Committee review processes and meetings.
 6. Leads governance activities for the Center as directed by the Executive Director.
 - Leads accreditation processes as needed for existing and desired Center accreditations as directed by Executive Director.
 - Maintains accreditation records.
 - Drives accreditation processes, serving as the key point of contact when necessary.
 - Identifies and recommends accreditations that can benefit the Center.
 7. Mitigates risk by ensuring the Center maintains Standard Operating Procedures, ensures QM has an active and up-to-date Emergency Operation Plan, and implements a continuous improvement process for Center processes.
 8. Provides diagnostic assessments as needed and supports the treatment of other staff as needed.
 9. Provides oversight of irregularities or problem trends detected in diagnostic practices and address it at the regularly scheduled staff meetings or individually as necessary.
 10. Actively participates in strategy sessions and provides input to the Center ED regarding development, implementation, and monitoring of Center's new programs.
 11. Holds their team leadership accountable for ensuring positions are posted and filled in compliance with Center procedures and timelines.
 12. Assists in hiring, separations, and leadership development as needed within the CCO team.
 13. Provides mentorship and helps to grow leadership teams through various means such as training, one-on-one coaching, mentoring activities, and/or development of individual growth plans.
 14. Provides written supervision for the leadership team as needed. Supervision will provide guidance for outstanding needs of staff and contractors. (i.e., Review documentation for accuracy and content or provide input)
 15. Disseminates relevant information from ELT and Chief's meetings as required to their team.
 16. Ensures teammates comply with education and training requirements, ensuring 100% team training compliance.
 17. Ensures that employees are trained to perform their jobs and that various requirements of the position are communicated to the employee.
 18. Addresses performance issues utilizing appropriate tools as provided by HR, and ensures teammates are operating within acceptable Center guidelines.
 19. Models Center Guiding Principles and holds their leadership team and teammates accountable for abiding by and embracing Center Guiding Principles.

Physical and Mental Requirements/Environmental Checklist

INSTRUCTIONS: Check all abilities required to perform the essential and marginal tasks of this job.

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|--|---|--|
| <input type="checkbox"/> Heavy lifting, 45 lbs & over | <input type="checkbox"/> | <input checked="" type="checkbox"/> Operating Office Equipment |
| <input checked="" type="checkbox"/> Moderate lifting, 15-44 lbs | <input checked="" type="checkbox"/> Standing | <input checked="" type="checkbox"/> Operating Motor Vehicle |
| <input checked="" type="checkbox"/> Light lifting, under 15 lbs | <input checked="" type="checkbox"/> Sitting | <input checked="" type="checkbox"/> Ability To See |
| <input type="checkbox"/> Carrying, 45 lbs & over | <input type="checkbox"/> Crawling | <input checked="" type="checkbox"/> Identify Colors |
| <input type="checkbox"/> Moderate carrying, 15-44 lbs | <input checked="" type="checkbox"/> Twisting | <input type="checkbox"/> Depth Perception Needed |
| <input checked="" type="checkbox"/> Light carrying, under 15 lbs | <input checked="" type="checkbox"/> Kneeling | <input type="checkbox"/> Hearing With Aid |
| <input checked="" type="checkbox"/> Straight pulling | <input checked="" type="checkbox"/> Pushing | <input checked="" type="checkbox"/> Hearing Without Aid |
| <input type="checkbox"/> Pulling hand over hand | <input checked="" type="checkbox"/> Stooping | <input checked="" type="checkbox"/> Ability to Write |
| <input checked="" type="checkbox"/> Repeated bending | <input type="checkbox"/> Climbing Stairs | <input checked="" type="checkbox"/> Ability to Count |
| <input type="checkbox"/> Reaching above shoulder | <input type="checkbox"/> Climbing Ladders | <input checked="" type="checkbox"/> Ability to Read |
| <input checked="" type="checkbox"/> Simple grasping | <input type="checkbox"/> Operating Mechanical Equipment | <input checked="" type="checkbox"/> Ability to Tell Time |
| <input type="checkbox"/> Dual simultaneous grasping | | |

Other (specify): May require some travel afterhours and overnight. Not to exceed 10% travel.

INSTRUCTIONS: Check all work site and environmental conditions that apply to this job.

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|--|---|---|
| <input checked="" type="checkbox"/> Travel by car < 5% of time | <input type="checkbox"/> Working around machines with moving parts at | <input checked="" type="checkbox"/> Travel by van < 5% of time |
| <input type="checkbox"/> Excessive noise/intermittent | <input type="checkbox"/> Working with hands in water | |
| <input type="checkbox"/> Travel by bus | <input type="checkbox"/> Silica, asbestos, etc. | <input type="checkbox"/> Working below ground |
| <input type="checkbox"/> Travel by air | <input type="checkbox"/> Fumes, smoke, or gases | <input type="checkbox"/> Working on ladders or scaffolding |
| <input checked="" type="checkbox"/> Outside | <input type="checkbox"/> Dust | <input type="checkbox"/> Vibration |
| <input checked="" type="checkbox"/> Inside | <input type="checkbox"/> Grease and oils | <input checked="" type="checkbox"/> Working closely with others |
| <input type="checkbox"/> Excessive heat | <input type="checkbox"/> Solvents | <input checked="" type="checkbox"/> Working alone |
| <input type="checkbox"/> Excessive cold | <input type="checkbox"/> Radiant/electrical energy | <input type="checkbox"/> Long or irregular work hours |
| <input type="checkbox"/> Excessive humidity | <input type="checkbox"/> Slippery/uneven walking surfaces | |
| <input type="checkbox"/> Excessive dampness/chill | <input checked="" type="checkbox"/> Working around moving objects or vehicles | |
| <input type="checkbox"/> Dry atmosphere | | |

Other (specify):

I understand my responsibilities as described in this position description. I also understand that I may be assigned additional duties not listed within the job description.

Print Employee Name

Date

Employee Signature

Date

Supervisor Signature

Date

Administrator Signature

Date

HR Representative Signature

Date