

## JOB DESCRIPTION

**JOB TITLE:** Residential Clinical Manager  
**DEPARTMENT:** Residential Units

**REPORTING TO:** Clinical Manager  
**DATE:** Rev. 4/2024

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### POSITION OVERVIEW

The Residential Clinical Manager provides support, coaching, mentoring, input, training, and direction for the daily provision of residential services based upon evidence-based practices for clients participating in residential care. Clinically, the Residential Manager is responsible for development, implementation and the standardization of services including curriculum, special programs for clinical services offered in residential services at The Crossroads Center. The milieu is managed by the Residential Services Manager as the Lead Behavioral Health Technicians and the Behavioral Health Technicians report to the Residential Services Manager.

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### SCOPE OF RESPONSIBILITIES

- Works in conjunction with Human Resources and Senior Leadership to hire and terminate employees, complete performance reviews, corrective actions, performance improvement plans and conflict resolution.
- Provides documented supervision on a consistent basis for employees providing services in Residential care.
- Coaches and mentors residential team members to maintain, enhance and provide effective services.
- Provides training for the Lead Behavioral Health Technicians and the Behavioral Health Technicians.
- Fosters an environment of open communication and continuous learning.
- Utilizes evidenced-based and culturally specific models of care to promote recovery.
- Supports clinicians through service provision during periods of being short-staffed.
- Ensures continuous curriculum development and usage by clinicians.
- Participates in performance improvement activities through the measurement, tracking and submission of data on identified opportunities for improvement.
- Assist in the development and implementation of techniques, procedures, and systems designed to continuously improve the quality of services, attainment of productivity by clinicians and expansion of services as identified or needed for new and existing programs.
- Ensures team members/clients adhere to the daily schedule of residential services.
- Facilitates treatment team for clients and clinicians participating in residential care.
- Ensures communication between team members and throughout the organization.
- Maintains a presence and open communication with mental health court team members and clients.
- Monitors and ensures timely completion of documentation including progress notes, treatment plans and discharge summaries while providing feedback to the clinicians.
- Ensures coverage during absences to ensure consistent services provision to the clients.
- Works in collaboration with Senior Leader to introduce new ideas and enhance services through supervision and ongoing communication.
- Promotes services through establishing external relationships.

- Other duties as assigned.

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## **SKILLS AND QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Position Requirements**

- Master's degree in social work and/or counseling.
- Minimum of (3) three years leadership experience in a clinical role with progressive leadership responsibilities serving clients with mental health and/or substance use disorders required.
- Experience in multiple treatment settings, e.g., inpatient, partial, outpatient, and/or residential a plus.
- **LISW/LISW-S or LPCC/LPCC-CS required.**

### **Skills:**

- Demonstrated knowledge, use and implementation of evidence-based practices. Experience with providing work/clinical supervision, and knowledge of applicable regulatory guidelines affecting the operations of a treatment program.
- Superior communication skills, both written and verbal, to effectively address all levels within the organization.
- Ability to read, analyze and interpret the most complex human resource related documents.
- Working knowledge of the American Society of Addiction Medicine criteria and the Diagnostic and Statistical Manual, Fifth Edition.
- Ability to coach, mentor, teach, support, and develop clinical skills related to the provision of clinical care and daily programming.

### **Physical Requirements**

- While performing the duties of this job, the employee is regularly required to sit; use hands and fingers; handle or feel; reach with hands and arms; talk; and hear.
- The employee is frequently required to walk, balance, stoop, kneel, and/or crouch. (The employee must occasionally lift and/or move up to 15 pounds).
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Keyboard data entry required.

This description is intended to describe the essential job functions, the general supplemental functions, and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities, and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.

**APPROVED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_  
**Chief Executive Officer**

**The above Job Description has been reviewed and accepted by:**

\_\_\_\_\_  
**Team Member** **Date**

\_\_\_\_\_  
**Supervisor** **Date**

**Received by:** \_\_\_\_\_  
**Human Resources** **Date**