



Tiered Job Description

Clinical Director of Operations and Development

Roles and Responsibilities

The following outlines our company's expectations for the Clinical Director position. This list will be fluid as changes are made to the WAC code, insurance requirements, and best practices from the Board. However, all Clinical Directors can expect to fulfill *at least* the following responsibilities.

Tier I – General Job Description

Administrative Tasks and Duties

- Meet with other CBC Clinical Directors and Owner/Director twice weekly to review all changes and updates to any company related processes, human resource concerns, or any administrative, clinical or other valid concerns as they arise.
- Manage caseload capacity for all Program Managers. Including:
 - Monitoring the waitlist, along with other admin staff, to determine which potential clients are ready to be onboarded and assigned to a Program Manager.
 - Assigning codes to track the difficulty level of each case including ability level of client, hours of direct ABA and Supervision provided, hours of parent coaching provided, skill set required to work with parents and their specific needs, skill set required to work closely with other professionals including clinical psychologists, outside therapists and schools.
 - Alert all Program Managers to any changes to their caseload
 - Maintain communication with all Program Managers to ensure we're doing all we can to maintain their minimum weekly billable hours.
- Manage all hiring including:
 - Monitoring and updating the weekly Hiring Report along with the Personal Assistant.
 - Conducting and scheduling interviews
 - Collecting Employment Applications from all candidates
 - Collaborating with owner's to make hiring decisions
 - Making offers or conducting rejection calls
 - Ensuring all candidates are "passed" to the Admin Asst to complete all employment paperwork

- Manage all Scheduling including:
 - Collecting information from all clients and employees regarding their availability, preferences and requests for scheduling such as location, client-type, provider experience level, etc.
 - Entering all availability information into Central Reach
 - Assigning BTs to cases
 - Communicating with clients and BTs regarding schedules including any potential changes, setting expectations (we don't provide subs, etc) and maintaining communication to ensure all scheduling needs are met as much as possible.
- Project Manager on large-scale projects
 - All Clinical Directors will be tasked with large-scale, company projects that are often long-term goals that require tracking of progress, time management for completion of benchmarks, communication with Owner's regarding project details, completing or delegating project tasks and any other items that arise from said projects

Tier II – Professionalism, Teamwork, Leadership

Professionalism

- Professional Dress and Demeanor
- Professionalism as related to timeliness or alerting colleagues if you will be late.
- All colleagues, direct reports, supervisors, clients, and employees are to be treated with respect at all times. Represent the CBC name in an honorable fashion.
- Disagreements will be immediately communicated to company owner if an attempt to resolve the issue is not appropriate or successful.
- Dual relationships with clients will not be tolerated. Discussing company-related issues, aspects of another client's Treatment Plan (even if the clients know each other outside of the company), within team disagreements, or gossip of any kind will not be tolerated and will be grounds for a disciplinary meeting and potential termination.

Teamwork, Cooperation and Leadership

- Clinical Directors will actively listen to all team members ideas and consider each with an open mind. Disagreements, even mistakes, will be discussed kindly and with a "teacher mentality" and best of intentions assumed.
- Feedback is provided using evidence-based coaching methods which includes building rapport, providing corrective feedback that is specific and concrete, and using the methods outlined in "Radical Candor" with an emphasis on caring personally while challenging directly.

- Clinical Directors will lead by example by modeling appropriate social and emotional boundaries, remaining a patient, teacher-like mentality for all employees and clients, modeling active listening techniques such as Motivational Interviewing, and modeling a growth mindset with all direct reports.

Tier III - Company Culture

- Clinical Director makes every effort to support company culture and facilitate the priorities and philosophies created by the Leadership Team.