



## *Tiered Job Description*

### Clinical Director of Mentorship 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.
- Conduct all CBC training and mentorship for all newly hired Program Managers
  - Coach and support all new Program Managers through CBC's processes for billing, timesheets, and managing schedules.
  - Coach and support all new Program Managers through CBC's processes, templates and other clinically significant tasks such as conducting initial assessments, writing Treatment Plans and Programs, conducting Functional BEhavior Assessments and Behavior Intervention Plans, etc.
- Manage all aspects of CBC's "Program Curricula" including but not limited to:
  - Conducting research on appropriate, research based assessments for all age levels
  - Determining appropriate goals (developmentally and age appropriate) for program curriculum.
  - Create a linked system between Assessment→ Client's Assessment outcomes→ Client's age→ Family and Team priorities→ Treatment Goals and Objectives
  - Collaborating with owner's to ensure streamlined and agreeable approach to all of the above

- Communicating consistently with all Program Managers, especially when conducting initial assessment and Treatment Plan development, to ensure they are utilizing this system.
- Direct all Program Managers to their Lead BCBA's for any questions that are client specific or fall outside of the Clinical Director's ability to answer questions using the linked system. (For example, if a parent refuses to take data on a child's challenging behavior and the PM is therefore unsure of how to move forward, direct them to their Lead BCBA as that is a team issue that won't be resolved through the analysis and use of the linked system).
- Serve as company Quality Resource Officer
- 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.