

## **POSITION: CARELINK CLINICAL SUPERVISOR**

### **POSITION SUMMARY**

Under the supervision of the CareLink Director, performs professional work in developing, planning, organizing, coordinating, and supervising all clinical client service activities within the CareLink Program, while providing administrative supervision to all CareLink clinical staff, and ensuring clinical supervision to the same.

### **POSITION RESPONSIBILITIES**

1. The CareLink Clinical Supervisor works under the direction of the CLNM Director to plan, organize and ensure program development, consultation and planning as related to the clinical aspects of the CareLink program.
2. Enforces policies, procedures, rules, regulations, guidelines and adherence to and compliance with client service delivery, confidentiality, and ethics, in harmony with the CareLink NM Provider Policy Manual and HMS Policies and Procedures.
3. Oversees Clinical operations at CareLink ensuring high quality care that is trauma informed, multiculturally sensitive, evidence-based, and in exemplary compliance with all appropriate codes of ethics.
4. Plans and prepares, under the guidance of the CareLink Director, work schedules for all CareLink Clinical Staff.
5. Ensures staff completes all documentation according to applicable standards in a timely manner.
6. Completes performance reviews for CareLink Clinical Staff.
7. Ensures, coordinates and/or provides all training activities for CareLink Clinical Staff.
8. Prepares and maintains a department training calendar annually.
9. Ensures review of all client files for Quality Assurance and Quality Improvement as directed by the CareLink Director, and ensures timely and accurate reporting of this information.
10. Conducts Clinical Supervision and weekly case consultation sessions with CareLink Clinical Staff, receiving input and making recommendations to staff, reporting on any irregularities to the Chief Mental Health Officer, Chief Compliance Officer, and CareLink Director.
11. Supervises and reviews CareLink Comprehensive Needs Assessments (CNA), ensuring appropriate follow through on the findings.
12. Ensures regular availability and communication between Care Coordinators, Peer Support Specialists, the Psychiatric and Physical Health Consultants, and other care team members.
13. Oversees and reviews CareLink programming, quality of care, and productivity through coordination with the CareLink Director.
14. Advises the CareLink Director of program status, and policy matters.
15. Makes programmatic recommendations to the CareLink Director. Assists with long range and immediate program planning and resource coordination.
16. Keeps abreast of current information on co-occurring Serious Mental Illness (SMI) or Serious Emotional Disturbance (SED) and Chronic Physical Health treatment approaches, including of Evidence Based and Promising Practices that could improve the quality of services provided to eligible patients.
17. Attends seminars and workshops as necessary to ensure compliance and fidelity with new and existing evidence based modalities and treatment approaches utilized by CareLink.
18. Provides coordination, availability and full participation in all aspects of any programmatic review, survey, audits, site visits and/or evaluations.
19. Understands and maintains HIPAA and 42CFR Part 2 confidentiality standards relative to Hidalgo Medical Services.
20. The delivery of quality services and positive interaction with all our customers, internal and external, is critical to the completion of all the tasks within this job description, and thus the employee is responsible for establishing and maintaining interpersonal relationships with patients, visitors and HMS employees

in a courteous, respectful and professional manner. Guidelines include all HMS policies and procedures and the guidelines and code of ethics of the appropriate professional association.

21. Performs and/or coordinates other special assignments and tasks, as required by the CareLink Director.

### ***Minimum qualifications for the CareLink Clinical Supervisor***

Hold Independent Licensure in New Mexico in Psychology, Social Work, Counseling or a closely related field.

Experience working with SMI and SED populations

At least two years' experience providing clinical supervision.

### ***Preferred qualifications for the CareLink Clinical Supervisor***

Fluency, both verbal and written, in both English and Spanish.

Experience working in a Health Homes project

### **Skills and Abilities (Mental and physical)**

1. Excellent communications skills, both written and verbal.
2. Meets specified deadlines and manages time effectively.
3. Exhibits skills in comprehending, interpreting and completing delegated tasks efficiently.
4. Self-starter; must have the ability to work independently and follow-up on all work assignments.
5. Ability to multi-task, prioritize and work under pressure without losing sight of objectives.
6. Exemplary organizational skills.
7. Professional appearance of documentation and work area.
8. Reliable; exhibits good attendance.
9. Personable, models respect when interacting with others.
10. Maintains confidentiality and discretion as a rule.
11. Must be able to work as a team member and communicate effectively with others.
12. Familiarity with all personnel and company program policies and procedures

### **TO APPLY**

Completed HMS Employment Application may be emailed to [jobs@hmsnm.org](mailto:jobs@hmsnm.org) or

Dropped off or mailed:

301 W. College Street, Suite 18, Silver City, NM 88061

or

530 De Moss Street, Lordsburg, NM 88045