

Haven House Services Job Description

Title: Clinical Director	FLSA Status: Exempt	Employment Status: Full time
Reports To: Chief Operating Officer	Department: Administration	Last Evaluated: 7/2026
Location: Main Office	Supervisory Responsibilities: OPT, JAT, MST	
Summary Provides strategic and operational leadership for the agency’s mental health programs, ensuring services are high-quality, compliant and responsive to the needs of youth and families (Outpatient Program, Juvenile Assessment Team Program, and Multi Systemic Therapy Program.		
Specific position duties and responsibilities:		
<u>Clinical Leadership and Oversight</u>		
• Oversee the operations of the agency’s mental health programs; ensure effective implementation of program designs, adherence with policies and procedures, and the agency’s code of ethics, mission, and values. • Oversee outreach, partnership development, and referral coordination efforts to ensure a steady flow of appropriate referrals to the agency’s mental health programs. • Oversight of clinical practice standards, documentation, and regulatory compliance. Responsible for developing and sustaining systems that sustain consistency of services delivered to youth and families. • Provides back-up clinical support across the agency • Participate in the agency’s after-hours or on-call system (rotation).		
<u>Compliance, Risk and Documentation</u>		
• Monitor program compliance with confidentiality and all relevant fiscal, regulatory, and legal requirements. Responsible for creating/assuring systems are in place to monitor compliance. • Monitor program compliance with records management, to include clearly establishing and enforcing quality standards for documentation of services. • Monitor program data and lead performance and quality improvement efforts based on data analysis, outcomes and identified areas for growth.		
<u>Supervision and Staff Development</u>		
• Provide direct supervision to the Clinical Coordinator, MST Supervisor, Bilingual Specialist, and PT/Contractor Clinicians. • Collaborate with the Clinical Coordinator and MST Supervisor to provide supervision to master’s Level Interns. • Facilitate clinical consult meetings and provides supervision to provisionally licensed master’s level clinicians across the agency for purposes of obtaining license. • Recruit, hire, onboard, train and develop high quality program staff.		
<u>Budget, Filling, and Financial Management</u>		
• Oversee the development of program budgets and monitor program expenditures in consultation with financial staff. • Oversee the management of all program funding requirements, working with the Chief Operating Officer to ensure compliance with all grant writing, reporting, and monitoring requirements. • Support the finance department by overseeing clinical documentation quality, authorization practices, and compliance processes to support successful billing, reimbursement integrity, and audit readiness. • Partner with the finance department to identify and resolve barriers impeding successful billing (unpaid claims, denial), tracks billing data to maximize reimbursement.		
<u>Strategic and Organizational Leadership</u>		
• Provide strategic direction for mental health programs to include partnering with senior leadership to align clinical services with the agency’s goals and strategic plan.		

- Provide strong leadership via consistent and clear communication with the team; promotes a culture that reflects the organization's values, encourages good performance and rewards productivity in the identified programs.
- Serve as a member of the agency's Senior Leadership team, providing administrative support to the COO and CEO as needed.

Community Collaboration

- Develop and maintain strong relationships with key stakeholders, including referral sources, Medicaid payors, and regulatory agencies, while promoting a positive and consistent image of the organization, its mission and its services.
- Represent the organization in community partnerships, external meetings, and system-level planning related to the mental health needs of youth and young adults

General agency duties and responsibilities

- Completes all required trainings
- Participates in agency outreach and fundraising events
- Demonstrates a willingness to assist in other agency programs as needed
- Acts as a custodian and demonstrates responsible and ethical use of agency property and facilities
- Displays sensitivity to the service population's cultural and socioeconomic characteristics
- Strives to embody the agency's Code of Ethics while working towards the agency's Mission
- Learns and demonstrates Agency-wide Competencies including the areas of consumer and community relationships, continuous individual and agency-wide improvement, vision and purpose, respect and teamwork and positive leadership
- Learns, develops, and models Positive Youth Development core competencies resulting in capacity to contribute to the mission of Haven House Services and be a resource to our youth and families, other partner organizations, and our community
- Other duties as assigned

Minimum qualifications:

- Minimum of 5 years of supervisory experience including program development and management.
- Minimum of 5 years of experience working directly with individuals with mental/behavioral health needs.
- Master's Degree in social work, or related field with full licensure (LCSW, LCMHC, LMFT, LPA) required. MSW/LCSW preferred.

Knowledge, skills and abilities:

- Demonstrated ability to balance and communicate clinical quality concerns and productivity expectations.
- Strong working knowledge of NC Medicaid and behavioral health delivery system in NC.
- Strong written and verbal communication skills; ability to convert big picture goals to operational tactics
- Knowledge of mental health diagnosis within current DSM5, individual and group modalities
- Knowledge of various evidence-based practices that support individuals who receive services from Haven House

Other requirements:

- Valid North Carolina Driver's License and satisfactory driving record
- Personal vehicle for use in conducting home visits and/or transporting clients in the event agency vehicles aren't available
- Proof of current/valid car insurance
- Acceptable background report
- Negative drug screen results

Work environment:

- Evening and weekend hours required as needed
- Culture of care and wellness in the office
- Potential exposure to bloodborne and/or airborne pathogens

Employee printed name: _____

Employee signature/date: _____

Supervisor printed name/date: _____

Supervisor signature/date: _____