

Services To Enhance Potential 2941 S. Gulley Road, Dearborn, MI 48124

Our mission is to support individuals in the pursuit of their chosen goals and the achievement of personal satisfaction in their lives.

DIRECTOR OF CLINICAL SERVICES AND QUALITY

QUALIFICATIONS:

Education: Bachelors Degree, Masters preferred

Experience: Five (5) years of professional experience in human service associated with mental health, developmental and other disability services/ supports.

A minimum of three (3) years in an executive leadership position preferred.

The ability to effectively converse and listen to others concerning company matters. The use of proper written and grammatical skills, and the meaningful application of computer technology [e-mail, Internet, etc.].

Licensure: LLP, LPC, LBSW, MSW, LMSW
Valid Michigan Driver's License
Approval of STEP's Insurance Carrier

Status: Non – Union, Exempt

PRINCIPAL FUNCTION:

Responsible for clinical and quality activities and services in accordance with STEP policies and procedures. Supervise clinical and quality activities and services and supports that meets Mental Health Code requirements, regulatory standards and the individual needs of staff members; continuously monitor program quality within best practice guidelines.

DUTIES AND RESPONSIBILITIES:

Essential Functions:

- A. Responsible for quality and quantity outcomes for positions supervised. Conducts regular, weekly supervision with assigned managers.
- B. Recommend the hiring and firing of staff to the CEO/HR department for positions supervised.
- C. Responsible for scheduling performance appraisals and any disciplinary action for positions supervised.
- D. Able to effectively prepare and present a variety of information to diverse groups.
- E. Responsible for staff utilization, travel, in-service training, staff orientation, personnel practices, employee development and program development.
- F. Act as liaison with local ARCs, community organizations, school districts, government agencies, and the provider community.

- G. Develop, review and revise all policies and procedures related to clinical operations.
- H. Responsible for the quality and quantity of services rendered and for positions supervised.
- I. Ensure the preparation and implementation of program goals, individual service plans, progress notes and treatment plans.
- J. Establish and maintain positive relations with community partners.
- K. Develop and implement standardized procedures and reporting systems to facilitate operational efficiency and effectiveness.
- L. Assist in the establishment of performance indicators and in the analysis and evaluation of data.
- M. Recommend and monitor revenues and expenditures related to the program's needs.
- N. Monitor intake and referral process to assure timeliness in processing and access to service is maintained.
- O. Schedule all required meetings and training.
- P. Review clinical documentation for quality and accuracy.
- Q. Responsible for the implementation of Medicaid Chapter III.
- R. Provides consultation and direction to all clinical staff to ensure compliance with the organization's policies and procedures, Medicaid guidelines, MDDHS, CMH, CARF and other regulatory organization requirements.
- S. Works cooperatively with representatives from DWIHN/CMH agencies or authorities, CRSP agencies and other contract providers to garner integrated and cooperative efforts towards quality service delivery and to responsibly give immediate attention to the resolution of problems areas as needed.
- T. Coordinates all Customer Services, in conjunction with Quality Assurance Manager. This includes:
 - a. Welcoming and orienting individuals to services and benefits available as well as the provider network
 - b. Providing information about how to access behavioral health, primary health, and other community services.
 - c. Providing information about how to access the various rights processes.
 - d. Helping individuals with problems and inquiries regarding benefits.
 - e. Assisting people with and overseeing local complaint and grievance processes.
 - f. Tracking and reporting patterns of problem areas for the organization.
 - g. Assisting with systems navigation including linking to the right people and right information
- U. Represents the organization at external meetings involving clinical issues.

- V. Supervises the Quality Manager in performing management of all accreditation/compliance reviews and developing corrective action plans in response to identified deficits. Supervises Supports Coordinator Supervisor in ensuring compliance to remedial action is achieved in a timely manner in respective program areas.
- W. Coordinate and facilitate the CARF accreditation process including applying for accreditation, gathering and compiling relevant documentation and information, coordination of CARF survey and completion and follow up with any plan of correction.
- X. Oversight of external audits (i.e., DWIHN, MDHHS) with Quality Manager and Quality Assurance Specialist including preparation, facilitation and follow up.
- Y. Work with Executive Team, Managers, Supervisors and HR to develop internal trainings to address staff work deficiencies.

Maintain and Develop Annual Quality Review Document and Quality Goal development.
- Z. Establish and maintain collaborative working relationship with persons receiving services, families, third parties' agencies and other interested parties.
- AA. Adhere to all Services to Enhance Potential's policies and procedures.
- BB. Maintain and submit all required records, documents on a timely basis.
- CC. Maintain a personal vehicle for use in performing job duties.
- DD. Ensure conformance to MDHHS, DWIHN, Medicaid, and CARF.

Marginal Functions:

- A. Attend Board meetings and participate on assigned Board and Agency committees as needed.
- B. Coordinate and supervise student educational field placements, volunteers, trainees, and aides in conjunction with Supports Coordinator Supervisor.
- C. Participate in the ongoing growth and development of Services To Enhance Potential through attendance and participation in staff and other Services To Enhance Potential meetings.
- D. Represent Services To Enhance Potential in the community and provide information regarding Services To Enhance Potential's programs and services.
- E. Assume any other duties and responsibilities as assigned by the President/CEO.

The statements made herein are intended to describe the nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

REPORTS TO: CEO

SUPERVISES:
Support Coordination Manager
Supports Coordinators
Quality Manager

TECHNICAL ASSTANCE RECEIVED:
CEO
Chief Financial Officer
Director of Operations
Director of Community and Vocational Services

Date Approved:

Date Effective:

Date Reviewed: 10/1/2025

Date Revised: 10/1/2025, 02/23/26

Employee signature date

Printed name date