



**Springboard Community Services**  
*Formerly Family and Children's Services*  
**Job Description**

**Job Title:** Director of Carroll County Client Services  
**Department:** Client Services  
**Classification:** Administrator IIIA - Salaried/Exempt  
**Reports To:** Chief Program Officer

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**SUMMARY**

Under the direct supervision of the Chief Program Officer, the Director of Client Services provides oversight for the day-to-day management of clinical, case management and administrative services within the assigned OMHC Clinic. The goal of each clinic is to provide case management, therapeutic and psychiatric services and other support services relevant to the needs of the community and clients.

**PRIMARY DUTIES AND RESPONSIBILITIES**

- Provide supervision and program oversight to case management, clinical and administrative staff in your assigned behavioral health office in accordance with OMHC regulations.
- In partnership with the Chief Program Officer, assist with the implementation of new policies/procedures/initiatives related to efficient program operations.
- Provide financial and programmatic reports to agency administrative staff as required.
- Network within the community to establish and maintain partnerships with enables us to serve each of our communities.
- Participate and facilitate the jurisdictional advisory boards.
- Participate in jurisdictional fundraising activities.
- Assist in writing grants to maintain and enhance jurisdictional funding.
- Establish activities to enhance and promote staff development.
- Recruit and hire staff as necessary.
- Other duties as assigned.

**GENERAL DUTIES**

- Facilitate weekly treatment team meetings in order to create an opportunity for continuity of care and information exchange between case management and behavioral health staff in each office.
- Monitor case management and clinical staff's productivity and work with administrative staff to ensure client referral process and client scheduling is run in an efficient way.
- Provide oversight of grant funded programs and ensure submission of monthly, quarterly and/or annual performance reports.
- Establish program goals and objectives with measurable and time limited outcomes.
- Maintain collaborative working relationships with outside agencies.
- Provide back up clinical support for clients requiring Emergency Petitions and clinical crisis.
- Participate in regular Billing/Auditing meetings to ensure that staff are adhering to policies/procedures as well as behavioral health services are able to be billed properly and in a timely manner.
- Sign off on check requests necessary to maintain the operation of the office.
- Sign off on staff time sheets, mileage and leave request.
- Other duties as assigned.

## **SUPERVISORY RESPONSIBILITIES**

- Provide supervision to case management, behavioral health and administrative staff in your assigned clinic.
- Provide administrative oversight and final supervisory decision-making of case management and clinical services in each office.
- Review and sign off on staff documentation associated with delivery of client services.
- Write annual performance evaluations for staff.
- Establish annual clinical and professional development goals with staff.
- Encourage and provide opportunities for staff development.

## **EDUCATION and/or EXPERIENCE**

Master's Degree from an accredited social work, professional counseling, or marriage and family therapy program. Licensure at the highest professional level. A minimum of five years post-masters experience within a clinical program including supervision of staff, program management and development. Ability to work with persons of diverse backgrounds.

## **LANGUAGE SKILLS**

Ability to write reports, business correspondence, and/or program procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, collaborative agencies, and/or the general public.

Ability to respond to common inquiries or complaints from clients, regulatory agencies, or members of the community. Ability to effectively present information to top management and/or boards of directors.

## **MATHEMATICAL SKILLS**

Basic math skills of addition, subtraction, multiplication and division are required.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

LCSW-C or LCPC licensure in the State of Maryland Required

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary functions. The physical demands of this position are as follow:

- Routine office mobility.
- Ability to transport him/herself to meetings out of office as necessary.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Interested applicants must email their resume and cover letter to [pgreen@scsmd.org](mailto:pgreen@scsmd.org).