

TOWN OF NEWINGTON

TITLE: Clinical Services Coordinator

GRADE: A-7

DEPARTMENT: Human Services

Proposed Revision 6/24/2012

POSITION DESCRIPTION

Under the general supervision of the Director of Human Services provides direct clinical therapy and coordinates clinical services for the department

ESSENTIAL JOB FUNCTIONS

- Completes intakes and assigns cases to contractors, while providing consultation
- Assists Director in meeting the clinical and clinical case management needs of residents.
- Oversees Youth and Family Counseling program and provides individual, group and family counseling.
- Provides clinical consultation with department staff, contractors, other town departments regarding the mental health needs of residents of all ages.
- Provides clinical consultation to outside agencies as assigned by Director.
- Facilitates referrals to public and private community service agencies.
- Provides crisis intervention during regular business hours, after hours and weekends as needed.
- Determines eligibility fees and oversees billing, payment and reconciliation for the Youth and Family Counseling program.
- Oversees and maintains accurate and comprehensive client records in accordance with the best practices of social work.
- Serves as a positive liaison with schools, police, courts and other community agencies and programs as delegated by Director.
- Develops and presents educational programs to the schools, other town departments and community at large.

ADDITIONAL JOB FUNCTIONS

- Assists with other department programs as assigned by Director.
- May perform additional tasks and duties as assigned by Director.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Commitment to excellence in customer service
- Strong skills and experience providing clinical therapy services to individuals, youth and families in a community based setting.
- Strong knowledge of and experience with the principals and practices of all aspects of social work.
- Considerable knowledge of child and adolescent development and broad knowledge of working with all populations.
- Strong experience in the areas of family dysfunction, substance abuse, child development issues, school issues, divorce, abuse and neglect, mental health, eating disorders, self-esteem, developmental delays and special needs.
- Strong crisis intervention strategies with all age populations
- Strong working knowledge of clinical record keeping, as required by law.
- Familiarity with private and public community resources.
- Strong ability to establish effective interpersonal relationships with clientele, staff, agencies and community.
- Considerable ability to interact effectively with public officials, employees and the general public.
- Considerable ability to develop and implement programs and services based on community needs.
- Ability to be a team player, making the department and community the greater priority.
- Ability to utilize supervision and abide by Town and Department policies, procedures and guidelines
- Ability to communicate effectively both orally and in writing.
- Ability to remain calm, willing and able to provide crisis intervention under adverse conditions during and after hours.
- Ability to use computer applications and software.
- Ability to organize and prioritize work, while meeting service objectives efficiently.

REQUIRED PHYSICAL AND MENTAL EFFORT AND ENVIRONMENTAL CONDITIONS

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

- Works in office setting subject to continuous interruptions.
- Exposure to video display terminals on a daily basis.
- Ability to work under stress from demanding deadlines and changing priorities and conditions.
- Ability to sit/ remain/ stand continuously for prolonged periods of time.
- Ability to hear normal sounds with some background noise and to communicate effectively.
- Ability to concentrate on fine detail with constant interruption.
- Ability to attend to task/ function for more than 60 minutes at a time.
- Ability to move throughout the Town Hall and other Town buildings and sites.
- Ability to remember multiple task/ assignments given to self and others over long periods of time.
- Ability to get into and out of an automobile.
- Ability to work independently with minimum supervision.
- Ability to file letters, correspondence, reports, etc. in file cabinet drawers ranging from 1’ to 7’ from the floor.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- The noise level in the work environment is usually moderate.
- The employee must occasionally lift and/ or move up to twenty five (25) pounds.

REQUIRED MINIMUM QUALIFICATIONS

The skills and knowledge required would generally be acquired with:

- Professional Connecticut license to practice clinical therapy.
- Master’s Degree in Social Work or closely related field from an accredited college or university and a minimum of five (5) years of progressively responsible experience in a mental health or social service agency.
- Supervisory or consultation experience preferred.

ADDITIONAL LICENSE/S OR CERTIFICATE/S

- Valid Connecticut Driver’s License
- Ability to obtain a Public Service License helpful

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task or responsibility.

I understand that nothing in this position description restricts the Town’s right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the Town Administration’s assignment of essential functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Supervisor

Date