

MUSKEGON COUNTY, MICHIGAN

CLASS TITLE

CLINICAL SERVICES SUPERVISOR II

DISTINGUISHING FEATURES OF THE CLASS

A Clinical Services Supervisor II, under the general direction of a Program Manager, is responsible for supervising Social Workers, Psychologists, and other clinical team members within a client-related division of HealthWest. An employee in this class provides direct client service, performs assessment, and planning and treatment to individual clients of the agency to meet program goals, client needs, and agency standards. The Clinical Services Supervisor II provides staff education and training, provides technical assistance to staff concerning clients with special difficulties, and works with other providers on specific clients to ensure coordinated care and performs related duties as required.

SUPERVISION RECEIVED

A Clinical Services Supervisor II, under the general direction of a Program Manager and in compliance with the policies and procedures established by the HealthWest Board, performs job duties on an independent basis and is responsible for the quality of service provided by the program unit.

SUPERVISION EXERCISED

May be responsible for providing licensure supervision to HealthWest staff needing direct supervision while obtaining licensure, as well as serving as a field instructor for HealthWest interns on an as needed basis.

TYPICAL EXAMPLES OF WORK PERFORMED

(The following examples are intended to be descriptive but not restrictive.)

Supervises, evaluates, and coordinates the workflow of professional personnel within a client-related division of Community Mental Health;

Provides direct client services, assessment, planning and treatment to individual clients of the program;

Provides technical assistance to staff concerning clients with special difficulties and ensure staff knowledge and implementation of person-centered planning;

Coordinates services with other providers on specific clients to assure coordinated care;

Provides for staff education and training, establishes minimum training requirements and develops specific training plans for each staff person;

Develops specialty skills within the program to assure the availability of all skills and capacities necessary to meet client needs;

Performs other related duties as required.

EXPERIENCE, TRAINING, KNOWLEDGE, SKILLS, AND ABILITIES

A. Required Experience and Training

1. Possess a master's degree from an accredited college or university with a major in social work, counseling, clinical psychology, or closely related field AND be licensed by the State of Michigan within 90 days of hire.
2. Have two (2) years' of social services, human services, mental health, or healthcare work experience.
3. Possess a valid driver's license and the ability to obtain a Michigan Driver License within 30 days of employment.
4. Must have reliable transportation that may have to be used to carry out job duties of this classification.

B. Preferred but not Required

1. Bilingual candidates highly desired.
2. Lived experiences with mental illness/developmental disabilities/substance use disorders valued.
3. Individuals in Recovery and individuals with experience in Armed Services valued.

Clinical Services Supervisor II

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C. Required Knowledge, Skills, and Abilities

- Considerable knowledge of and ability to apply current clinical skills;
- Considerable knowledge and understanding of Behavioral Health Managed Care concepts;
- Considerable knowledge of supervisory practices, procedures, and conflict resolution;
- Knowledge of the functions, organization, and policies of various mental health agencies throughout Muskegon County;
- Knowledge of spreadsheets and data base software;
- Considerable ability to collect and analyze data and write summary reports;
- Considerable ability to relate to people both on a one-to-one basis and as a member of a group;
- Considerable ability to exercise independent judgment and initiative in analyzing client and program-related problems and recommending appropriate solutions;
- Considerable ability to develop, direct, and coordinate staff training and education;
- Considerable ability to establish and maintain effective working relationships with administrators, employees, community organizations, and the general public;
- Considerable ability to verbally communicate effectively with distressed persons under adverse conditions;
- Considerable ability to cope with difficult and/or emergency situations requiring immediate decisions in accordance with agency policies and procedures;
- Ability to give, as well as receive, complex oral and written instructions;
- Ability to explain program policies and procedures to inquiring personnel.

PHYSICAL ACTIVITIES

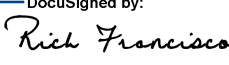
An employee in this class performs generally sedentary work activities requiring the occasional lifting of objects weighing up to thirty-five (35) pounds.

ENVIRONMENTAL CONDITIONS


This employee generally works in the offices of Community Mental Health Services, although travel to other County locations may be required.

CAREER OPPORTUNITIES


With sufficient education, experience and training an employee in this class may be considered for a higher-level position, should a vacancy occur.

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 Approved by _____
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 Rich Francisco, Executive Director-HealthWest

Date 3/26/2025

Signed by:

 Approved by _____
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 Kristen N. Wade, Human Resources Director

Date 3/26/2025

DocuSigned by:

 Approved by _____
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 Mark Eisenbarth, County Administrator

Date 3/28/2025