



POSITION ANNOUNCEMENT

Administrative Director of Counseling Services

Family Service of the Piedmont is a not for profit agency whose mission is to promote healthy lives and relationships for children, families and individuals, through early intervention, treatment and support in times of crisis or transition.

The agency is seeking an **Administrative Director of Counseling Services** to assure quality services, financial stability and programmatic structure of the Counseling Services Division.

Responsibilities:

1. Manage the Utilization Review/Utilization Management position to ensure client enrollments, authorizations, denials and pre-processing, divisional peer reviews, and services are completed and addressed in a timely manner.
2. Manage client intake department, to ensure referrals are contacted within 2 days, screening and complete intake process is completed and initial assessment scheduled.
3. Manage client services including reception and scheduling, compliance with regulatory requirements, client issues and concerns, including incidences and complaints in conjunction with the Medical Director.
4. Manage data and evaluation processes for the Family Counseling Division, including providing data to staff, such as productivity, outcomes and show rates; participate in PQI projects using data to improve efficacy and efficiency of division operations; provide reporting as required by funders, CEO team and Board of Directors.
5. Coordinate with clinical staff on scheduling, ensuring standards regarding FSP's no show no call policy are implemented.
6. Onboard new divisional staff and interns, including required training, introductions and orientation.
7. Participate in hiring process for new divisional personnel. Participate in personnel disciplinary process. Review and approve all annual evaluations for personnel reporting in the AD organizational chain.
8. Provide administrative supervision to site clinical supervisors, intake staff, client service staff and UR/UM.
9. Participate in the annual budgeting process
10. Participate in Leadership Team meetings and functions, such as Program and Services Committee, and Strategic Planning
11. Coordinate with Medical Director to ensure clinical functions receive needed support from administrative services.
12. Other duties as assigned by Chief Program Officer.

Qualifications:

1. The ability to respond appropriately to the cultural differences present among the organization's service population and staff is required.
2. Ability to work in partnership with other team members.
3. Ability to forge a mutual respectful partnership with persons served and their families in which they are helped to gain the skills and confidence to address any issues and problems they face.
4. Conviction about the capacity of people to grow and change.
5. Ability to set limits and maintain the helping role of the practitioner and to intervene appropriately to meet the needs of the persons served or other family members.
6. Minimum of five years supervisory experience required.
7. Bachelor's in social work or related field plus a minimum of five years of applicable work experience. Masters in social work or related field/NC License for clinical practice preferred.

Send resume and letter to:

Human Resources
Family Service of the Piedmont
902 Bonner Drive
Jamestown, NC 27282

FAMILY SERVICE OF THE PIEDMONT IS AN EQUAL OPPORTUNITY EMPLOYER