CORNERSTONE of Hope

A CENTER FOR GRIEVING CHILDREN, TEENS AND ADULTS

CLINICAL/OPERATIONS MANAGER ~ JOB DESCRIPTION

Position Title: Clinical/Operations Manager – Columbus, Ohio

Position Status: Full-Time (Exempt)

Position Qualifications: LPCC, LISW, Supervision designation required, Ohio licensed

Reports to: Clinical Director

Job Description:

The Clinical/Operations Manager is in charge of all clinical and daily operations of the Columbus, Ohio Cornerstone of Hope location. These areas include but are not limited to the following: oversight and supervision of clinical and non-clinical staff, evaluation of staff, program effectiveness, and operational and clinical procedures, passion for bereavement experience and previous experience necessary, development and community awareness of new and existing programs, provide individual counseling and support group services as necessary.

An outline of job related duties is listed below; however the list is not meant to be inclusive. The Clinical/Operations Manager is responsible for reporting a summary of highlights to the Executive Leadership Team at the Cleveland location.

- Clinical
  - Provide leadership and supervision to all clinical staff and interns, as well as oversight of all clinical programming.
  - Maintain a small caseload of clients and families, as needed, who have experienced a loss to include: intake meetings for assigned client(s) and implementation of treatment plans.
  - Facilitate support groups as needed with the availability to work one evening a week for clinical support.
  - Receive, investigate, and make recommendations regarding client complaints.
  - Enhance our organization wide process from incoming call to discharge of clients.

- **Operations**
  - Managing the day-to-day operation with the support of the Operations Director.
  - Evaluate and implement new and existing COH procedural systems (i.e. Intake/Assessment process, long distance counseling through skype, client satisfaction, etc.) in conjunction with the Clinical and Operations Director.
  - Lead and facilitate regularly scheduled staff meetings / clinical meetings.
  - Facilitate annual performance reviews with current staff and develop meaningful goals for each staff member to accomplish on an annual basis
  - Identify and report key service statistics on a monthly basis
  - Promote our organization to local communities, businesses, funeral homes, churches, funeral homes, schools, senior centers, etc.
  - Plan / Participate in other programs related to Cornerstone of Hope (i.e. Remembrance Ceremonies, Guest Speakers, etc.)
  - Performs miscellaneous and/or other job-related duties as needed.