

**MACON RESOURCES, INC**

**JOB DESCRIPTION**

**Chief Clinical Officer**

**JOB TITLE**

Full-time                      Exempt  
CLASSIFICATION              CATEGORY

\_\_\_\_\_  
EMPLOYEE'S SIGNATURE                      DATE SIGNED                      ID #                      DEPT.

**GENERAL DESCRIPTION**

Under the administrative direction of the Chief Executive Officer (CEO), and as a member of the Administrative Team, the Chief Clinical Officer plans, develops and coordinates the implementation and evaluation of the agency's adult clinical and children's services. Provides supervision, input and technical assistance to designated clinical directors to assure quality services and outcomes which promote the growth, independence and self-worth of individuals served; Plans, coordinates and monitors services to meet applicable local, state and federal laws; licensure/certification/ accreditation standards; agency policies and procedures; and meet the needs of the individuals served effectively and efficiently.

**ESSENTIAL JOB RESPONSIBILITIES**

1. Plans, develops, implements, and evaluates clinical services provided by Macon Resources, Inc. (MRI) which includes but is not limited to: Day/Vocational Services (Vocational Evaluation, Transitional Work Training, Supported Employment, Psychosocial Rehabilitation, Placement and In-Home/Group Respite Services for adults); Community Living Services (case management, intermittent and 24-hour support services), Children's Services (Autism services, Bright Start, Discovery Depot Child Care Center, Kid's Connection, speech and language therapy), Quality Assurance, Human Rights/OIG, and Case Management. The job responsibility requires the use of computers and business software, the use of a phone and vehicle.
2. Selects, trains, and develops an effective and efficient staff:
  - a. Screens job applicants, conducts interviews, , and selects applicant to recommend for hire.
  - b.
  - c. Establishes and communicates performance standards and objectives and conducts performance appraisals annually or as necessary using the Employee Performance Evaluation form.
  - d. Promotes and monitors staff training to meet all agency requirements and certification and licensure standards.
  - e. Utilizing the proper forms, recommends hires, promotions, transfers, dismissals, and salary adjustments as a direct result of performance appraisals and/or the result of job changes.
  - g. Communicates with staff regarding current problems, changes, and new developments in the agency by conducting periodic meetings.
  - h. Administers all policies and procedures as developed by Macon Resources, Inc.; communicates to staff; interprets as necessary, and confirms compliance.
  - i. Develops managers' and/or supervisors' skills, particularly in the management techniques of planning, organizing, leading, and supervising through continued coaching and feedback performance.

3. Facilitates the collection of clinical data required for Utilization Review, Program Evaluation and Quality Assurance. Collects, analyzes and responds to customer satisfaction information; evaluates and recommends changes and improvements to services to the QA Committee and the Executive Director.
4. Coordinates agency clinical efforts for national accreditation, state licensure/certification and other survey processes. Maintains knowledge of current regulatory requirements; conducts mock survey processes in conjunction with Program Directors for external site visits; makes recommendations to the CEO and Administrative Team for corrective action; provides technical assistance to assure corrective plans are implemented; communicates standards to staff; and plans and coordinates activities to achieve accreditation, licensure and certification of all direct clinical services provided by MRI. Conducts employee training on quality assurance/enhancement, utilization review and the provision of high quality clinical services.
5. Interacts with appropriate external surveyors/inspectors regarding compliance and the quality of clinical programs/services.
6. Administers MRI policies and procedures for mandatory reporting of abuse and/or neglect.
7. As a member of the Administrative team, assures achievement of the agency mission by recommending agency-wide policies and procedures and administers and monitors full implementation of these policies and procedures within the scope of the job responsibilities.
8. In conjunction with the CEO and Program Directors, procures funds for clinical services; expands the availability of clinical services to meet unmet needs by identifying potential funding sources and completing applications per funder and MRI guidelines; and strengthens the cost effectiveness of existing services from the perspective of the individual with a disability and their family and/or friend/advocate.
9. Assists the CEO to address special issues within the clinical service area, the service system or with funders by identifying concerns; analyzing operations, regulations and barriers and planning and presenting solutions to maximize quality, efficiency and effectiveness of services to the CEO.
10. In conjunction with Clinical Directors assures the provision of quality ancillary services including but not limited to psychosocial & psychiatric services, nursing and counseling services by negotiating contracts maintaining compliance with regulatory bodies; assures systems are developed and implemented for external billing and reporting.
11. Serves as a liaison with clinical services in the community and the state to ensure quality services across environments and providers for persons served by MRI by actively participating with individuals and groups, both internal and external.
12. Provides clinical consultation and technical assistance to program staff regarding individuals and families served.
13. Reviews, analyzes and recommends annual service statistical objectives and reporting; reviews clinical contract compliance; recommends enhancement of local, state and federal resources; and reports findings and recommendations to the CEO.
14. Develops and/or recommends standard operating procedures consistent with agency policies and funding source requirements; annual clinical budgets/contracts and monitors execution of the same, presenting findings and recommendations to the CEO.
15. Assumes the responsibility to attend and complete the initial MRI training requirements (core training and job-specific training). On an ongoing basis, attends and participates in any required recertification or refresher sessions and/or other training deemed appropriate.

16. In conjunction with the CEO and other administrative staff, promotes the agency by conducting tours; public speaking engagements; and develops and provides public education. Represents the agency in a positive manner through written and verbal communication.
17. Participates in local, state, and national activities to promote and enhance clinical services for individuals with disabilities and their families and communicates issues to the CEO.
18. Communicates, retains, and releases information (both written and verbal) on a need-to-know basis and in accordance with the Mental Health and Developmental Disabilities Confidentiality Act and Macon Resources, Inc. Policies and Procedures.
19. Practices and enforces MRI Safety Policies and Procedures and assures the safety of employees persons/families served, agency guests, and agency property.
20. Keeps supervisor informed verbally and in writing of problems and activities within assigned area of responsibility; refers matters beyond the limit of authority and expertise to the supervisor for direction.
21. Performs special projects or other related work within the scope of the job responsibilities of this position as required or requested.
22. Completes all other job duties as assigned.

#### NON-ESSENTIAL JOB RESPONSIBILITIES

None

#### SUPERVISORY RESPONSIBILITIES

Director of Day/Vocational Services  
Director of Community Living Services  
Director of Children's Services  
Director of Quality  
Human Rights Specialist  
Case Managers

#### JOB QUALIFICATIONS

1. Masters Degree, in a related field, required. Psychology, Social Work, Special Education, Vocational Rehabilitation or other social/behavioral sciences preferred.
2. Five years of progressive administrative experience in related field preferred
3. Three or more years of the progressive experience preferred in the areas of planning, budgeting, staff development, supervision, and day-to-day operations of clinical services.
4. Must have working knowledge of human service system, state systems and standard and national accreditation standards.
5. Must have reliable transportation to conduct agency business and/or to transport individuals served; must be 21 years of age; must maintain a valid Illinois Driver's License and a good Motor Vehicle Record; and must maintain personal auto insurance with minimum coverage of Bodily Injury-Liability per Person of \$100,000 and Liability per Accident of \$300,000, Property Liability of \$100,000, Medical Payments of \$5,000, Uninsured/Underinsured Person of \$100,000 and Accident of \$300,000.
6. Must be able to maintain payroll, financial, personnel, and information related to persons served as confidential and in accordance with the Mental Health and Developmental Disabilities Confidentiality Act and the Policies and Procedures of Macon Resources, Inc.

7. Must be able to adhere to the Safety Policies and Procedures of MRI.
8. Must be able to utilize the necessary office equipment to perform the job..
9. Must be able to complete MRI training requirements.

CONCEPT: 1/18