



Job Description Chief Clinical Officer

Under the supervision of the Chief Operating Officer, the Chief Clinical Officer (CCO) provides leadership and oversight of all clinical programs and provides clinical supervision to core clinical staff. The CCO develops and implements goals and objectives of the Residential (adult, adolescent, child development), Outpatient, Parent-Infant Mental Health, Child Parent Psychotherapy, and Permanent Supportive Housing programs. The CCO supports the development and implementation of tools and training curriculum, and implements policies and procedures to drive forward a culture of Trauma-Informed Care for all individuals working for and/or associated with CGE to ensure that quality and comprehensive service is being delivered on all levels. The CCO promotes the use of the Nurtured Heart Approach in all activities with the goal of promoting a safe and comfortable environment for all individuals within the CGE community.

PERFORMANCE STANDARDS:

- 1) Perform all duties and demonstrate behaviors and attitudes consistent with the Mission Statement and Core Values of the organization, and the Nurtured Heart Approach.
- 2) Continually participate in building and maintaining positive working relationships through effective communication, performance improvement and teamwork efforts.
- 3) Be of good character and reputation; sufficient physical, mental, and emotional health to satisfactorily perform her or his job duties.
- 4) Actively participate in safety programs of the organization by identifying potential risks and promoting client safety as well as environmental safety.
- 5) Accomplish individual and team goals and objectives established by supervisor based on prior performance evaluation.
- 6) Comply with HIPAA guidelines regarding client rights and confidentiality.
- 7) Comply with documentation and training set forth by Human Resources.

EXECUTIVE LEADERSHIP:

- In collaboration with the executive team, play a key role in the overall development, strategic planning, service delivery, and management of the organization.
- Provide administrative and clinical leadership to program managers to support and develop the provision of services, including the Trauma-Informed Model and Nurtured Heart Approach, to deliver high-value care that is financially feasible and sustainable.
- Evaluate the needs for the delivery of services, recruitment, interviewing and hiring to fulfill program needs; staff assignments; completion of performance appraisals and managing employee relations.
- Deploy resources efficiently and effectively toward organizational goals, working with staff to balance workload and effort, and provide ongoing feedback so that staff can continuously improve their supervision and mentoring skills.
- Collaborate with and support the Chief Training Officer to develop and implement CGE's Trauma CARE Model curriculum.

- Identify and develop business relationships with external organizations/providers/community groups to disseminate CGE's Trauma CARE model; create specified and catered curriculum for each partnership; conduct presentations and communications.
- Oversee trauma-informed grant funded clinical initiatives and ensure delivery of services and appropriate and timely reporting.
- Create a work climate that emphasizes collective team performance and demonstrates CGE's core competencies.
- Represent CGE at the local and national level by attending networking and educational opportunities and promoting the positive reputation of the organization.
- Build and maintain strong working relationships with CGE staff and supervisors, as well as external contacts.

INTERNAL CLINICAL LEADERSHIP:

- Oversee the development of CGE's Trauma CARE Model and practice standards across all disciplines consistent with the organization's mission, and communicate the philosophy and strategies to executive, management, clinical and direct support staff.
- Direct the delivery of the trauma-informed model and clinical and community oriented services.
- Review and respond to legal concerns or requests regarding clinical services.
- Spearhead agency-wide trauma-informed clinical initiatives to identify opportunities for improving outcomes in clinical effectiveness, clinical practice, and standards, and enhancing quality and safety outcomes.
- Ensure internal staff compliance and awareness of CGE's Trauma CARE Model through the utilization of training resources.
- Develop and provide leadership over the development of a competency-based trauma-informed clinical curriculum and training program for all staff.
- Assist with regular review and updates to agency-wide and program-specific Policies and Procedures.
- Assist in expansion of Parent Infant Mental Health (PIMH) and Child Parent Psychotherapy (CPP) interventions across all CGE programs.
- Provide individual and group supervision of clinical staff.

OTHER:

- Work as a member of a team to establish and maintain a high level of care and respect for, and communication with residents and clients.
- Work in a consistently professional manner at all times, which includes, but is not limited to, treating all residents, clients, staff, guests, and volunteers with dignity and respect.
- Implement emergency procedures as necessary.
- Perform other duties as directed.

QUALIFICATIONS

- Doctoral degree in psychology, counseling, education, social work, or related field with extensive experience in the delivery of clinical services.
- Excellent organizational and interpersonal skills with friendly and professional demeanor.
- Experience and comfort working within residential setting preferred.
- Exceptional verbal and written communication skills, with astute ability to articulately present material in front of large audience.
- Team-player outlook. Strong organizational, project management and problem-solving skills with impeccable multi-tasking abilities.
- Ability to be flexible to the daily changing needs within the community and to handle obstacles with compassion and resolve.