**We're Looking for You!**

**We're unique...and so are you.**

**Together, let’s make a difference!**

Our fast-growing, nationally recognized team provides telephone crisis intervention to individuals and families, 24 hours a day, 7 days/week. ProtoCall Services is currently seeking a Clinical Director to provide leadership, guidance, and mentoring to the organization's clinical staff, and promote excellence in professional clinical and ethical standards. We’re seeking someone who thinks critically in a dynamic environment, who will embrace a unique role in behavioral health, while informing best practices and advances in the fields of suicide prevention and crisis intervention.

**We are among the best in the field!**

The Clinical Director is responsible for the executive level oversight and leadership of the teams that provide the organization’s clinical training, new hire and ongoing training, and the direct oversight of service delivery.

**Just ask our employees..."We're a really great place to work!"**

As a member of the Executive Management Team, this position provides guidance, consultation, and leadership to other key management personnel as processes, programs, and strategies are carried out at all levels of the organization. This position supports the CEO/President and other team members in the successful management of daily operations and strategic development and planning. This position is responsible for various implementation and leadership efforts company-wide and maintains effective relationships at all times with managers and staff throughout the company.

**Requirements for the Clinical Director Position:**

* Graduate degree in a behavioral health discipline and Licensed in Oregon or Michigan required (or eligible to apply for and be granted reciprocity within 90 days). A Doctorate degree in a behavioral health discipline is strongly preferred,
* Minimum five years of management experience in behavioral health and five years clinical experience, including experience in a crisis intervention setting.
* Prior experience with crisis line or call center operations.
* Flexible schedule and ability to provide rapid responsiveness as needed in support of 24-hour operations
* This position can be located in either Portland, Oregon or Grand Rapids, Michigan.

Basic Responsibilities:

The Clinical Director provides guidance and mentoring to the organization’s clinical staff, and promotes excellence in professional clinical and ethical standards and is a subject matter expert on best practices and advances in the fields of suicide prevention and crisis intervention.

As a member of the Executive Leadership team, the Clinical Director plays an integral part of creating and maintaining of a positive culture and an operational milieu which supports excellence and accountability consistent with ProtoCall’s mission and values.  The Clinical Director shares Executive-level responsibility for contributing to the team’s, and the organization’s, success in meeting its strategic goals; providing guidance, consultation, and leadership as processes, programs, and strategies are carried out at all levels of the organization.

Key measures of success will include internal and external clinical quality reviews, financial outcomes, customer satisfaction, call center metrics, and call center employee satisfaction and retention.

Work at ProtoCall is inherently stressful given the nature of our mission. It is the basic responsibility of each employee to manage their stress in a way that sustains our commitment to the highest level of client care, customer service, professional conduct, and a supportive work environment. During times of stress, this includes but is not limited to staying focused on work tasks and productively using time and energy, presenting a positive disposition, maintaining constructive interpersonal relationships and developing and maintaining appropriate self-care strategies to alter conditions that create stress and to sustain physical and mental health.

Key Areas of Responsibility:

* Direct supervision of the managers in the clinical department.
* Responsible for the clinical operations of the call center to ensure processes are in compliance with Federal and State laws, licenses, accreditations and contractual obligations.
* Stays abreast of best practices and innovations in the fields of suicide prevention and telephonic crisis intervention, and uses this knowledge to inform the work done at ProtoCall.
* Ensure effective implementation of ProtoCall’s clinical assessment, and documentation standards.
* Participates in the resolution of escalated clinical complaints, potential adverse incidents, and other clinical quality concerns in collaboration with the Senior Director of Quality and Compliance.
* Coordinates with the Chief Customer Officer, Chief Operating Officer and with the Sales functions to plan the development of new clinical products.
* Oversees the development and implementation of ProtoCall’s new hire and ongoing clinical training.
* Works closely with the Chief Operating Officer and the Chief Customer Officer to review and monitor staffing, operational and technical needs, and stakeholder feedback.
* Monitors the organization’s clinical risk management practices including adherence to ProtoCall’s clinical philosophy, standard of practice.
* Serves as part of ProtoCall’s rotating Administrative On Call function
* Will routinely access PHI as part of essential job functions, following up on customer complaint issues, data analysis, training, or for quality assurance purposes; or for investigating potential adverse incidents, security/privacy incidents or privacy concerns.  Because of the needs to review clinician work, to analyze data, and to search and identify anonymous callers in crisis, any call record  may need to be accessed by any clinical manager/director at any  time.
* Performs other duties as requested.

Knowledge, Skills and Abilities

* Expertise in models and delivery of suicide prevention and telephonic crisis intervention.
* Knowledge of current health care reform, and emerging technologies in public and private behavioral health care delivery systems
* Excellent and proven problem solving, communication and leadership skills
* Proven ability to make effective presentations and motivate/align staff, providers, customers, and other stakeholders.
* Proven ability to work effectively with staff, providers, customers, and other stakeholders.
* Presentation and/or publication background in areas of Suicidology, crisis intervention, Brief or Solution-Focused approaches, and/or Access and Referral.
* Ability to work independently and as a part of a team, provide leadership, and motivate others toward personal and company goals
* Possesses the wherewithal to gather and provide clinical thought leadership to a fast-moving, innovative, and mission-driven company in the areas of crisis intervention, suicide prevention, harm reduction, trauma-informed care, and sustainability in a challenging environment, among others.