City of Virginia Beach Organizational Mission & Values
The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary
Assist the Program Director by coordinating and monitoring program level diagnostics, treatment services and clinical quality assurance activities within the mental health/mental retardation and substance abuse programs.

Representative Work Functions and Responsibilities
Direct the development and implementation of diagnostic procedures; monitor them for consistent application within the program and compliance with State certification and established clinical standards.

Coordinate the provision of treatment activities among program units for efficient application and beneficial impact on clients.

Administer the quality assurance procedures for compliance with case record system and state certification standards, as well as Medicaid reimbursement guidelines.

Consult with and train clinical staff in diagnostic and treatment procedures to increase knowledge and skill development.

Diagnose and treat selected mental health or substance abuse disorders of clients for improved psychosocial functioning.

Administer the clinical instructional and testing supplies budget of the program for appropriate and consistent application.

Clinically supervise selected professional clinical staff and interns, for specialized knowledge development, to meet requirements for professional licensure and/or to resolve clinical decision impasses.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards
Ensure that diagnostic procedures are current and in compliance with State certification standards; ensure that an identifiable system of diagnostic procedures is operating program-wide, as verified by
quality assurance reviews; ensure that clients are being served in the program unit most appropriate to their clinical needs as documented by agency clinical case records; ensure that treatment modalities appropriate to the population being served are available within the program; quality assurance reviews are conducted on schedule; recommend corrective action related to clinical quality of care as identified by quality assurance reviews; ensure that consultation and training events with clinical staff occur as necessary; ensure that a clinical caseload of clients is being carried whose level of psychosocial functioning is verifiable within the clinical case record; ensure that clinical testing and instructional materials are available, and used within the clinical programs as needed, without duplication or waste; verify that clinical case records show that clinical supervision has occurred where verification is required; assure that documentation of supervision for clinical licensure is available in client case records; assure that clinical case records reflect the outcome of case staffing related to the resolution of clinical impasses.

**Minimum Qualifications**
Requires any combination of education (above the high school level) and/or experience equivalent to eleven (11) years in fields of clinical psychology, clinical social work or professional counseling which utilize the required knowledge, skills, and abilities in such positions as Clinical Director, Senior Clinician, or Clinical Supervisor.

**Preferred Qualifications**
License to practice mental health or substance abuse diagnosis and treatment in the State of Virginia.

**Special Requirements**
All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

**Knowledge-Skills-Abilities Required to Perform Satisfactorily**

**A. Knowledge**
1. Knowledge of state certification and established mental health or substance abuse clinical standards.
2. Knowledge of the theory, principle and practices of diagnostic assessment procedures as applied in a mental health or substance abuse program.
3. Knowledge of mental health or substance abuse treatment modalities such as individual, family and group therapies and rehabilitative services.
4. Knowledge of consultation and training principles.
5. Knowledge of organizational dynamics and management principles.

**B. Skills**
1. Skill in the diagnosis and treatment of mental illness or substance abuse disorders.
2. Skill in administering and interpreting clinical assessment instruments.
3. Skill in implementing changes in diagnostic procedures.
4. Skill in applying techniques of clinical training and supervision.
5. Skill in identifying organizational problems related to clinical matters and formulating recommendations for problem resolution.

**C. Abilities**
1. Ability to analyze clinical quality of care enhancements or deficiencies and reinforce or take corrective action as necessary.
2. Ability to plan and coordinate a wide variety of clinical procedures within a multi-service program.
3. Ability to communicate complex ideas effectively both orally and in writing.
4. Ability to identify barriers to effective clinical service delivery and facilitate solutions.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
Working Conditions
The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City’s business.

Physical Requirements: Physical refers to the requirement for physical exertion and coordination of limb and body movement.
Sedentary work that involves walking or standing some of the time and routine keyboard operations. May involve occasional kneeling, stooping, squatting, climbing, gripping, pushing, lifting and raising objects and exerting up to 30 pounds of force.

Mental Requirements: Mental refers to the degree that the job involves cognitive activities, and use of mental processes.
Performs advanced professional level work in the analysis or interpretation of methods of a fiscal, social, legal, or managerial nature and formulates recommendations on the basis of such analysis and applies creativity and resourcefulness in the analysis and solution of complex problems; requires sustained, intense concentration for accurate results or continuous exposure to unusual pressure.

Environmental Conditions: Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.
This job involves a risk of limited to no exposure to any environmental hazards.

Sensory Requirements: Sensory refers to hearing, sight, touch, taste, and smell required by the job.
Normal visual acuity, and field of vision, hearing and speaking.

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