



# Institute on Aging

Helping Bay Area Seniors Live Independently

## POSITION DESCRIPTION

**POSITION TITLE:** MSSP Clinical Supervisor

**PRIMARY RESPONSIBILITY:** Responsible for operations and services of the MSSP program. Provides direct supervision for the care management professional and paraprofessional staff of the MSSP program.

**REPORTING RESPONSIBILITY:** Director, MSSP/Linkages

**SUPERVISE:** MSSP Care Management Staff

**EXEMPT STATUS:** Exempt

**WORKING PATTERN:** Full Time (40 hours/week). M-F

**UNION STATUS:** Non Union

### **PHYSICAL REQUIREMENTS:**

- Ability to lift up to 20 lbs.
- Ability to reach, bend and walk
- Ability to comprehend complex materials
- Ability to speak and write English clearly

### **SPECIFIC RESPONSIBILITIES:**

1. Provides leadership, oversight and direction for the program and its services.
2. Oversees, monitors and directs the day-to-day operations; insuring that appropriate systems to facilitate the processes, are in place.
3. Has responsibility for the hiring, training, supervision and evaluating of the multidisciplinary program staff.
4. Ensures program and staff compliance with all regulatory requirements, including Title 22, Medi-Cal Waiver, California Department on Aging, State and Federal.
5. Insures quality care and services.
6. Functions as part of the Community Care Management Leadership team.

7. Implements and monitors multiple systems, including records, clinical documentation and personnel. Insures that documentation is compliant with regulations, complete and accurate.
8. Responsible for assessing the educational needs of staff, developing and coordinating an education and training plan that assures a high level of skill and competency in the understanding of case management, community resources and family systems.
9. Establishes and implements Quality Assurance mechanisms to measure and maintain high standards of care and programming, including annual chart reviews.
10. Responsible for the oversight of the Purchase of Service structure, ensuring a clinically appropriate, cost effective, and timely system consistent with site policy.
11. Develops and maintains collaborative working relationships and cooperative arrangements with community individuals, groups and organizations; takes advantage of opportunities to educate the public and the community regarding MSSP services.
12. Responsible for remaining current with changes in San Francisco community aging services, Medi-Cal and Medicare regulations and procedures that will impact the practice and direction of the program; acts as a resource to MSSP/Linkages/IOA staff.
13. Responsible for expanding personal knowledge, skill and attitudes specific to care management, family systems, geriatrics and gerontology, addiction and other relevant management or health care issues.
14. Provides joint home visits with staff to assist in developing new approaches and interventions, as well as for evaluation purposes.
15. Provides back up coverage for clinical staff.
16. Organizes and conducts regularly scheduled group and individual staff meetings, including care planning and supervision.
17. Responsible for the orientation and training of all new staff, including frequent joint home visits, supervisory meetings and documentation review.
18. Works with community organizations to supervise their Care Managers and with schools to supervise graduate social worker interns.
19. In collaboration with the Director, participates in establishing annual goals and objectives relevant to the needs of the program and in planning, developing and evaluating policies and procedures; actively involves staff in the process.
20. Actively participates in and encourages actions that promote good public relations with clients, their families and the community.
21. Accepts and performs other related duties and responsibilities as required.

**EDUCATION:**

Master's degree in social work or a related field (nursing, psychology, counseling, rehabilitation, gerontology, or sociology) from an accredited school. LCSW or MFT certification preferred. Training in gerontology/geriatrics preferred.

**BACKGROUND AND EXPERIENCE:**

1. Two years experience working directly with the elderly.
2. One year supervisory experience in social work or psychology or a related field, preferably in programs serving the frail elderly.

3. Demonstrates understanding of normal aging and health care of older adults, case management, rehabilitation and health issues relevant to the frail elderly, e.g., family systems, alcoholism, dementia, personality disorders.
4. Demonstrates understanding of the health and psychosocial needs of the frail elderly.
5. Demonstrates knowledge of community resources available for this population.

Institute on Aging reserves the right to revise job descriptions or work hours as required.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_