Clinical Program Manager – Crossing Place

Reports to:	Senior Director - Residential	Program:	Crossing Place
Classification:	Non-Exempt – Non-Emergency	Department:	24-hour Residential
Date:	6/5/26	Approved:	Executive Director

Salary: Part-time 24 hours/week at $60/hour, hybrid

JOB SUMMARY:

The Clinical Program Manager is responsible for ensuring quality services are provided to crisis stabilization residents; coordinating day-to-day operations; completing authorization requests in conjunction with clinical team; assisting with program budget and all other administrative functions for Crossing Place. The Clinical Program Manager supervises Crisis Specialists and oversees staff scheduling.

ESSENTIAL FUNCTIONS:

Clinical Responsibilities:

1. **Provide clinical, administrative, and operational leadership for the Crisis Residential Program**, ensuring the delivery of high-quality, recovery-oriented, trauma-informed, and evidence-based behavioral health services while meeting program goals, contractual requirements, and organizational objectives.
2. Oversee service authorizations and complete authorization requests as needed, ensuring authorization approval rates are maintained at 90% or higher.
3. Responsible for oversight or completion of outreach efforts daily to ensure individuals in need of crisis beds have access to services, maintaining a monthly average utilization rate of 80% or higher.
4. **Provide clinical oversight and consultation for resident care**, including admissions, assessments, treatment planning, crisis intervention, case management, utilization review, authorization requests, discharge planning, and coordination with psychiatric providers, treatment teams, families, and community partners.
5. **Oversee resident admissions, transitions, and discharge processes**, ensuring timely access to services, continuity of care, effective coordination with referral sources, and linkage to community-based supports and resources necessary for long-term recovery and stability.

Management Responsibilities:

6. Hire, train, supervise, coach, and evaluate Crisis Specialists and other direct service staff, ensuring competency, accountability, and professional growth.
7. **Manage daily program operations**, including staff scheduling, shift coverage, payroll approvals, staff meetings, workflow coordination, facility oversight, and operational problem-solving to ensure safe and effective program functioning.
8. **Ensure quality assurance and regulatory compliance** by monitoring clinical and residential documentation, conducting chart reviews, overseeing program practices, and maintaining compliance with agency policies, professional ethics, accreditation standards, and all applicable state and federal regulations.
9. **Monitor resident outcomes and program performance**, utilizing data and quality improvement processes to evaluate service effectiveness, identify areas for improvement, and implement corrective actions that enhance resident care, successful discharges, and overall program outcomes.
10. **Maintain program occupancy and utilization targets** by actively managing referrals, monitoring census trends, responding promptly to referral inquiries, and collaborating with staff and community partners to maximize access to services and minimize vacancy rates.
11. Lead outreach, marketing, and referral development efforts to maintain program visibility, strengthen referral networks, and achieve occupancy and utilization goals.
12. **Ensure a safe, therapeutic, and compliant residential environment** by coordinating facility inspections, monitoring health and safety standards, addressing environmental concerns, managing risk and incident reporting processes, and collaborating with agency leadership to implement corrective actions when necessary. Reports any violations to Facilities Manager, COO, and Senior Director for corrective actions.

ADDITIONAL RESPONSIBILITIES:

1. May be responsible for providing field instruction for students of his/her respective professional disciplines as opportunities arise.
2. Responsible for coordinating volunteer services to residents and for the program.
3. Serves on agency committees, work groups, and other bodies assigned.
4. Fully cooperates with the organization's compliance and quality improvement program.
5. Performs additional related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Clinical expertise in crisis intervention, and skills in working with persons with mental health disorders, as well as with their families and other community supports.
2. Skills in personnel management and program management.
3. Ability to work as part of a comprehensive Behavioral Health team and to represent the agency in the community.
4. Familiarity with community support systems, healthcare and human service resources, court and police activities, etc.
5. Good organizational skills and administrative abilities.
6. Flexibility in days and hours available for scheduled work, including weekends.
7. Ability to adhere to the professional code of ethics.
8. Able to climb stairs and lift 25 pounds.

JOB QUALIFICATIONS:

1. Minimum master's degree in related field, with active DC clinical license, i.e., LGSW, LICSW, LGPC, LPC.
2. A minimum of three (3) years' professional experience in mental health or human services fields with at least one year at the supervisory level preferred.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential job functions.

In the course of performing the job, this position typically spends time sitting, standing, climbing stairs, walking, driving, carrying (20lbs), and lifting (20lbs). Operating a computer keyboard, firm/strong grasping, and repetitive hand control. Able to complete all forms in personal writing. Makes and receives telephone calls. Use of general office equipment, copier, scanner, fax machine Subjected to outside environmental conditions.

This job description has been approved by all levels of management:

HR or manager_____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee_____ Date_____