



VTMHI Director of Clinical Services

Hours: 20 hours per week

Compensation: \$50,000-60,000 (dependent upon employee vs contractor designation and experience)

Summary

The Virginia Telemental Health Initiative is a first-of-its-kind program - a statewide virtual telemental health clinic - and we are recruiting for our team's clinical lead!

The Virginia Telemental Health Initiative's Director of Clinical Services leads a portfolio of mental health supports to clients referred by Virginia's free and charitable clinics. This role supports service quality assurance, while helping to develop the next generation of behavioral and mental health professionals in Virginia.

Under the supervision of the Executive Director and in collaboration with the clinic's Director of Operations, VTMHI's Director of Clinical Services plays a key role in developing organizational strategy, provides clinical leadership of the VTMHI clinic, manages and supervises clinical staff, informs quality improvement and evaluation strategies, and provides supervision to volunteer pre-licensed mental health providers who are working to address the mental health needs of the Commonwealth of Virginia through telemental health. The Director of Clinical Services will ensure that program policies and procedures are in accordance with applicable rules, regulations, ethical standards, and licensure requirements. The Clinical Director will also foster a climate of respect and compassion for patients and volunteers while serving as a clinical champion and advocate toward the goal of access to mental health care for all that need it.

Primary Responsibilities

- Collaboratively develop clinical policies, procedures and workflows that support the high-quality provision of telemental health care
- Lead quality assurance activities for the VTMHI clinic, including conducting periodic chart reviews, recommending learning opportunities for clinical volunteers and staff, and assisting with evaluation activities and reporting
- Collaboratively design and operationalize a virtual clinical supervision program to support volunteer pre-licensed mental health providers
- Advise on technology process and workflows in alignment with best clinical practice and desired end-user experience

Additional Responsibilities and Duties

- Provide individual and/or group supervision of a cohort of pre-licensed volunteers
- Provide consultation and guidance to Clinical Supervisors (contract and volunteer), licensed volunteers, and/or pre-licensed volunteers (supervisees) as needed
- Monitor treatment provided to determine efficacy via periodic chart reviews and make recommendations for improvement and change as appropriate

- Prioritize volunteer training needs and collaboratively support an environment of learning and evidence-based practice
- Support promotional opportunities with relevant professional associations and other opportunities for networking and/or recruiting volunteers, supervisors and pre-licensed volunteers
- Assist in program strategy and quality improvement by evaluating processes, monitoring program metrics, determining program needs, and designing and implementing changes
- Advise on technology implementation, workflow, and processes including electronic medical records and telehealth platforms
- Keep abreast of current literature, regulations and research related to mental health care, telehealth practice, and clinical tele-supervision
- Comply with VTMHI and free and charitable clinic guidelines and policies and procedures
- Comply with applicable professional licensing requirements and ethical standards including maintaining required supervision CE hours
- Participate in administrative, supervisory, staff and team meetings

Competencies

- Excellent written and verbal communication skills; experience in providing training/presentations and coaching
- Strong clinical knowledge grounded in evidence and problem-solving/decision-making skills
- Ability to receive and provide feedback and constructive criticism well; ability to resolve conflicts
- Experience providing telemental health therapy and/or supervision
- Willingness to work collaboratively as part of and support a virtual team
- Computer proficiency, including utilization of electronic health records and telehealth platforms
- Demonstrate knowledge and sensitivity related to anti-racism, social justice, and culture differences and ability to interact effectively with diverse individuals and groups

Qualifications

- Education: minimum of a Master's degree in Social Work, Counseling, Marriage and Family Therapy or PhD in Psychology
- Licensure: Actively licensed as an LCSW, LPC, LMFT, or LCP in good standing with the Commonwealth of Virginia
- Clinical experience: a minimum of five years' experience in direct care practice including working with adults, couples, and groups
- Supervision experience: a minimum of three years' experience supervising pre-licensed providers; experience supervising licensed clinicians and clinical supervisors, graduate students; preference given to those working with or supervising volunteers
- Preference will be given to an individual who can work collaboratively both as a clinical supervisor and a colleague with other licensed mental health care providers
- Professional connection to an academic institution is preferred
- Familiarity with free and charitable clinics and/or the medically underserved a plus

How to Apply / Requirements

- Email a Resume and Cover Letter with the subject line "VTMHI Clinical Director" to Mara Servaites, Executive Director, mara@ehealthvirginia.org
- This is a fully remote position but applicants must reside in Virginia to be considered

About VTN/VTMHI

The **Virginia Telemental Health Initiative (VTMHI)** is a pilot program that aims to expand access to timely and appropriate telemental health services to Virginians with lower incomes, who are medically underserved and who are un- or under-insured by collaborating with behavioral and mental health professionals in the process of meeting their licensure requirements. Through education and support to providers, free clinics and stakeholders, VTMHI will enhance access to mental health care for those who need it, while also bolstering the Commonwealth's telemental health workforce.

To help accelerate licensure, VTMHI will match pre-licensed behavioral and mental health professionals with clinical supervisors to achieve needed client contact hours while providing pro-bono support in free and charitable clinics – a win-win-win for patients, providers-in-training and clinics! In addition, a robust curriculum of training and educational resources regarding telehealth will be available at no cost to help prepare Virginia's future providers to be best equipped to serve the needs of Virginians.

More information about this pilot can be found at www.virginiatelementalhealth.org.