

## **Jewish Family Service of Somerset, Hunterdon and Warren Counties**

**Position:** Director of Clinical Operations

**Location:** Somerville, NJ

**Employment Type:** Full-Time (35 hours/week)

### **About JFS**

JFS is a nonprofit mental health and social services agency dedicated to improving the lives of individuals and families across our region. Rooted in dignity, compassion, and community, we provide high-quality, professional support to all who turn to us, regardless of background, faith, identity, or circumstance.

### **About the Role**

We seek a mission-driven, detail-oriented Director of Clinical Operations to lead and grow our operational infrastructure. This role holds key leadership responsibility for the operational strength of JFS programs, working closely with agency leadership to ensure services are goal-oriented, evidence-based, and responsive to community needs. The Director combines hands-on clinical supervision with operational oversight, leading clinical operations from client recruitment and intake through termination, maintaining compliance with local, state, and federal service-provision guidelines, and driving continuous quality improvement across programs. The Director also carries a clinical caseload based on need and availability.

### **Key Responsibilities**

#### *Program Operations & Quality Assurance (Approximately 35%)*

- Joining organizational skill and compassion to maintain excellence of care
- Oversee day-to-day operations of outpatient mental health and social services
- Monitor the client referral, management, and record-keeping system from intake through discharge
- Monitor staffing assignments and client waitlists to ensure timely access to services
- Lead quality assurance initiatives, including documentation audits and data-driven improvements; maintain reporting for agency leadership, funders, and regulatory bodies

#### *Compliance & Risk Management (Approximately 15%)*

- Ensure compliance with applicable regulations, including HIPAA, DMHAS, Medicare/Medicaid, and contract and grant requirements
- Oversee clinical and administrative risk management
- Conduct audits of client charts and supporting documentation to ensure compliance with agency standards and regulatory requirements

#### *Direct Clinical Services (Approximately 20%)*

- Provide clinical assessment and counseling for identified clients
- Facilitate, or supervise the facilitation of, support groups as needed

### *Clinical Supervision & Staff Development (Approximately 20%)*

- Supervise licensed clinicians and program coordinators including regular supervision, employee evaluation, goal setting and expectations, and ongoing training
- Liaise with Medical Director and psychiatric prescriber; oversee related documentation, programs and regulatory matters
- Serve as a mandated reporter and ensure staff compliance with reporting obligations

### *Program Oversight (Approximately 10%)*

- Support the design, implementation and evaluation process of new programs
- Assess and improve efficiency of operations for existing programs
- Set program outcome criteria in accordance with agency and funding specifications
- Participate in budget planning for clinical services, staffing, and resource allocation

## **Qualifications**

### *Required:*

- Current LCSW license with Clinical Supervision Certification
- Minimum 6 years of relevant clinical experience, including at least 2 years in a supervisory role
- Demonstrated experience supervising clinicians and multidisciplinary frontline teams
- Experience working with mental illness and/or complex psychosocial needs
- Proficiency with EHR/EMR systems, understanding of medical documentation standards
- Expertise of healthcare regulations, including HIPAA, DMHAS, and Medicare policies
- Ability to manage multiple priorities, working independently and as part of a team

### *Preferred:*

- Experience with insurance submissions and billing processes
- Commitment to and working understanding of social work best practices and ethics
- Interest in organizational growth as JFS expands its programs, services and impact

## **Benefits**

The salary range for this position is \$84,000-\$88,000 commensurate with experience, along with a robust benefits package including 75% employer-paid health insurance premiums, retirement plan, life insurance, generous paid time off, and opportunities for ongoing professional growth and leadership development.

JFS is an equal opportunity employer committed to building an inclusive team. We welcome applicants of all backgrounds.

For questions or to apply for this role, contact Shaina Sherman, Executive Director, at [ssherman@jewishfamilysvc.org](mailto:ssherman@jewishfamilysvc.org). Learn more about JFS at [www.jewishfamilysvc.org](http://www.jewishfamilysvc.org).