

**JOB TITLE:** Deaf and Hard of Hearing Clinical Specialist  
**FLSA STATUS:** Exempt  
**DEPARTMENT:** Emergency Services  
**REPORTS TO:** Corporate Director of Emergency Services

**Position Summary:** The Deaf and Hard of Hearing Clinical Specialist provides clinical services for individuals and families who are Deaf or Hard of Hearing, that present for treatment. The Specialist insures compliance with the CMHC Contract requirements in regards to provision of Deaf and Hard of Hearing Services. In collaboration with a treatment team, provide services including but not limited to: crisis intervention and risk assessment; treatment planning and on-going assessment; client education; individual, family, group and collateral therapy and referral and advocacy. Caseloads may include diverse populations with a variety of clinical needs. The Deaf and Hard of Hearing Clinical Specialist is a positive team player that promotes a culture of inclusion, participation, and the concept of a “Company of One.”

**Qualifications required:**

- Master’s degree in Marriage and Family Therapy, Professional Counseling, Psychology, Social Work or closely related field
- License as required by Kentucky professional boards and billing sources
- Valid driver’s license, reliable operating transportation, and proof of current auto insurance
- Proficient in American Sign Language. Must demonstrate receipt of an Advanced or above rating on the Sign Language Proficiency Interview (SLPI).
- Ability to communicate with those using a wide range of modalities and language levels including dysfluency.

**Qualifications desired:**

- Experience working with individuals and families who experience various mental, behavioral, and substance abuse conditions
- Qualified Mental Health Professional
- Licensed Independent Practitioner
- Strong knowledge in the unique and varied cultural and linguistic needs of the Deaf and Hard of Hearing population

**Major job responsibilities and essential functions:**

**Clinical Services**

- Deliver evidenced based counseling that provides effective medically necessary treatment of mental and behavioral conditions in individuals and families
- Assess and integrate historical, psychosocial and medical information into a client’s individualized treatment
- Monitor the need for continuation of services and/or change in level of intensity of services
- Utilize PCOMS (Partners for Change Outcome Management System) in assessments and clinical treatment episodes
- Deliver services primarily in community setting or where necessary to meet client needs
- Manage situations involving client risk and provide clinical crisis services to de-escalate crisis situations and promote stability
- Manage a caseload that may include diverse populations with a variety of clinical needs
- Ensure compliance with Community Mental Health Center State Contract requirements and deliverables

**Collaboration and Communication**

- Collaborate with client, family (if appropriate) and treatment team to develop treatment goals
- Communicate effectively with team members and collateral sources
- Refer and transfer when clinically indicated
- Participate in regular meetings with Clinical Coordinator and treatment team
- Collaborate with community partners for the Deaf and Hard of Hearing and social services
- Conduct internal and external trainings regarding the specialized needs of the Deaf and Hard of Hearing population

**Documentation**

- Manage medical records for clients receiving services
- Secure authorizations for medically necessary clinical services
- Document to meet medical necessity standards
- Submit documentation within required timeframes
- Complete and submit CMHC contract required reports

**Nonessential functions:**

- Provide staff trainings as requested
- Engage community partners and advance relationships in regards to medically necessary care and service opportunities
- Extensive travel throughout the Region
- Perform other related duties as assigned

**Success factors/job competencies (knowledge, skills, and abilities):**

- Commitment to organization mission, vision, and values
- Professional and ethical conduct
- Knowledge of laws and regulations pertaining to payers and client confidentiality
- Successfully provide authorized care within payer requirements
- Excellent written, verbal and interpersonal communication skills
- Knowledge and utilization of evidenced based psychotherapy that helps resolve mental and behavioral conditions in individuals and families.
- Demonstrated mastery of incorporating CDOI (Consumer Directed Outcome Informed) care with every client
- Demonstrated ability to work collaboratively with team members
- Manages productivity expectations effectively
- Completes all required trainings in requested timeframes
- Stays current on best practices in clinical care
- Knowledge of community resources and best practice for the population, particularly knowledgeable in trauma-informed principles and practices

**Physical demands, work environment, and equipment used:** The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- *Physical demands:* While performing the essential duties of this job, the employee is frequently required to stand or sit; use hands to finger, handle, or feel; talk; and hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.
- *Work environment:* The duties of this position are performed in a typical administrative office and a variety of community locations including client homes and schools. While performing the duties of this position, the employee is exposed to weather conditions prevalent at the time. The noise level of the environment is usually minimal.
- *Equipment used:* Office equipment (computer, phone, copier, projector, etc.); personal vehicle

**Performance standards:**

- Annual performance appraisal for clinical level
- Attainment of annual goals established between supervisor and incumbent

**Approval/revision date: June 3, 2016**

I have read and completely understand the duties and responsibilities of this job description. I am able to perform the essential functions of this job. I understand that it is my responsibility to read and follow all company policies while employed, including any changes made to them. I understand that I should consult the Human Resources Department if I have any questions that are not answered.

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