



# Center for Human Services

*Building a stronger community...one family at a time.*

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## **Job Announcement**

### **ACCESS DEPARTMENT DIRECTOR**

Want to join an innovative community-based organization? If you value social justice, are committed to providing quality services, and are not afraid of challenges, we want to talk with you. Center for Human Services (CHS) is currently seeking the right director to join our team. We offer our staff an EXCELLENT benefit package which includes fully paid (prorated if part-time) health, vision, dental, life, long-term disability insurance, and 403b with match, as well as generous leave package.

The Access Department Director will take the lead in the transformation and strategic evolution of our Access Department. The Access Department is integral to the work of all departments across the agency, providing initial diagnostic evaluations, eligibility assessments for program enrollment, and triaging new clients based on their presenting needs. The Access Department is also responsible for our Quality Assurance Program which conducts chart reviews, provides core training, and handling records requests. This visionary leadership role is empowered to reimagine and revolutionize how we provide accessible, welcoming, clinically sound, and culturally attuned support to those we serve. This position is expected to create a department culture that balances innovation with excellence in customer service, all while supporting and mentoring clinical and administrative staff. This position reports directly to the Executive Director and requires creativity, clinical skills, strong leadership skills, and an eye for systemic growth and change. This is an exempt, hands-on, in-office position 5 days a week with a salary range of \$74,630.40 to \$93,891.20 depending on experience.

#### **Requirements:**

- Master's degree in human services/behavioral health
- Licensed Mental Health Counselor, Licensed Clinical Social Worker, or Licensed Marriage & Family Therapist
- Licensed SUDP is preferred or willingness to learn nuances of SUD work
- Experience providing clinical supervision
- Two years of experience managing/directing nonprofit programs
- Demonstrated managerial skills and effective leadership skills
- Three years' experience providing clinical services with people across the lifespan
- Proven experience conducting clinical assessments and making diagnoses
- Commitment to practicing cultural humility, self-reflection, and continued education on Diversity, Equity, Inclusion, and Belonging topics
- Commitment to confronting racism, sexism, heterosexism, and other discriminatory practices
- Demonstrated ability to successfully work within a diverse cultural setting and provide services through the perspective of cultural humility
- Ability to bring a spirit of camaraderie to your professional relationships

CHS is a non-profit organization with a great work environment, including staff who are passionate about and dedicated to the community. If you want to join an established organization at a time of growth and transformation, this is the place.

To apply, send resume and cover letter to [jobopportunities@chs-nw.org](mailto:jobopportunities@chs-nw.org). Full job description can be found below:

## **Job Description**

### **ACCESS DEPARTMENT DIRECTOR**



Behavioral Health & Family Support  
[www.chs-nw.org](http://www.chs-nw.org)  
Serving the community since 1970

## **GENERAL DESCRIPTION**

The Access Department Director will take the lead in the transformation and strategic evolution of our Access Department. The Access Department is integral to the work of all departments across the agency, providing initial diagnostic evaluations, eligibility assessments for program enrollment, and triaging new clients based on their presenting needs. The Access Department is also responsible for our Quality Assurance Program which conducts chart reviews, provides core training, and handling records requests. This visionary leadership role is empowered to reimagine and revolutionize how we provide accessible, welcoming, clinically sound, and culturally attuned support to those we serve. This position is expected to create a department culture that balances innovation with excellence in customer service, all while supporting and mentoring clinical and administrative staff. This position reports directly to the Executive Director and requires creativity, clinical skills, strong leadership skills, and an eye for systemic growth and change. This is an exempt, hands-on, in-office position 5 days a week.

## **MAJOR RESPONSIBILITIES – Specific for this position**

- Design and implement forward-thinking policies, processes, and systems that drives the evolution and effectiveness of the Access Department in delivering initial client services and ongoing quality assurance. The following elements must be included:
  - Screening of prospective clients (offering easy and timely access to services)
  - Substance Use Disorders (SUD) and Mental Health Assessments
  - Triageing clients into appropriate programs based on needs
  - Ongoing quality assurance of clinical charts
  - Preparation and release of confidential client records
  - Coordination and collaboration with internal programs and community partners to ensure seamless follow-up care for clients in crisis
- Oversee systems that ensure rapid, efficient access to client assessments and program services
- Leverage business intelligence and analytics to identify opportunities, drive strategic decisions, and create measurable improvements
- Collaborate directly with department leaders across the agency to translate emerging trends into actionable strategies and proactive solutions
- Build and mentor a high-performing team by providing direct supervision to the Access Program Manager and QA Program Manager
- Master electronic health record system and identify opportunities to enhance efficiency
- Support Quality Assurance and Records Requests functions to ensure that we meet and exceed regulatory requirements (WACs, KCIN policies & procedures, MCO requirements, CARF standards, etc.) while optimizing client experience
- Strategically manage departmental resources
- Forge strong interdepartmental relationships to create seamless client experiences across the organization
- Develop comprehensive knowledge of evolving community resources and create efficient pathways for client access
- Actively contribute to organizational excellence through participation in CQI meetings, Leadership Team meetings and functions, and strategic planning activities

## **MAJOR RESPONSIBILITIES – Agency General**

- Provide all services utilizing a strengths-based, family-focused, client-centered, trauma-informed, culturally humble approach that is integrated with other services
- Participate in creating and maintaining a safe workplace that values diversity and treats everyone with dignity and respect without regard to race, color, age, religion, creed, gender, gender identity, gender expression, sexual orientation, national origin, marital status, the presence of any sensory, mental, or physical disability
- Demonstrates commitment to diversity, cultural relevancy, and inclusion
- Engages in on-going self-exploration and growth related to race, power, and privilege
- Utilize teamwork and open communication
- Provide services in a manner that expedites the meeting of contract requirements and program outcomes
- Maintain documentation in a timely, thorough, and accurate manner
- Follow agency policies and procedures, RCWs, WACs, CARF standards, and other external regulations
- Follow CHS's Code of Ethics
- Perform all other tasks as assigned by the Executive Director that furthers the success of programs and/or the agency

## MINIMUM REQUIREMENTS

- Master's degree in human services/behavioral health
- Licensed Mental Health Counselor, Licensed Clinical Social Worker, or Licensed Marriage & Family Therapist
- Licensed SUDP or willingness to learn nuances of SUD work
- Experience providing clinical supervision
- Two years of experience managing/directing nonprofit programs
- Demonstrated managerial skills
- Three years' experience providing clinical services with people across the lifespan
- Proven experience conducting clinical assessments and making diagnoses
- Commitment to confronting racism, sexism, heterosexism, and other discriminatory practices
- Experience and demonstrated ability to successfully work within a diverse cultural setting and provide culturally responsive services
- Valid Washington State Driver's License and reliable transportation
- Demonstrated effective leadership skills
- Prompt and consistent attendance during scheduled working hours
- Ability to work in an unstructured and unpredictable setting; ability to adapt to change
- Has a passion for working in a nonprofit organization that serves low resourced populations
- Sense of humor

*Studies show that many candidates are less likely to apply unless they meet every listed qualification. However, we are most interested in finding the best fit for the role, which could include someone with a less traditional background. We encourage you to apply even if you don't meet every qualification. If you are passionate about this role and meet most of the key criteria, we would love to hear from you! If you're unsure whether you meet the requirements, please don't hesitate to reach out to discuss your application.*

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CHS is an Equal Opportunity Employer

The mission of the Center for Human Services is to strengthen the community through counseling, education, and support to children, youth, adults, and families.

Our Values: Model diversity, equity, inclusion & belonging; provide accessibility; champion collaboration; demand accountability; personify integrity; and have fun.