



# Center for Human Services

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

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## **Job Announcement** **ACCESS DEPARTMENT MANAGER**

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 manager 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 Manager is responsible for providing clinical supervision and leadership to a team of counselors/therapists who provide clinical assessments to prospective clients at Center for Human Services (CHS). The manager will collaborate closely with program management throughout the agency to support easy access to, and quality assurance of, our services. The manager will work to ensure that the clinical team is cohesive, provides excellent customer service, and maintains a fun and engaging work environment. This is a full-time, exempt position who reports to the Access Department Director. Salary range is \$71,572.80 - \$87,880.00 depending on credentials and experience.

### Requirements:

- Master's degree in Human Services/Behavioral Sciences (MA, MS, MSW)
- Licensed Mental Health Counselor, Licensed Clinical Social Worker, or Licensed Marriage & Family Therapist
- Approved clinical supervisor per WAC guidelines
- Four years post master's clinical experience working 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
- Experience working with an electronic medical record
- General computer skills in Outlook Email, Excel, Word
- Ability to work collaboratively as part of a team
- 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 MANAGER**

### **GENERAL DESCRIPTION**

The Access Department Manager is responsible for providing clinical supervision and leadership to a team of counselors/therapists who provide clinical assessments to prospective clients at Center for Human Services (CHS). The manager will collaborate closely with program management throughout the agency to support easy access to, and quality assurance of, our services. The manager will work to ensure that the clinical team is cohesive, provides excellent customer service, and maintains a fun and engaging work environment. This role reports to the Access Department Director. This is an exempt position.



Behavioral Health & Family Support  
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## **MAJOR RESPONSIBILITIES – Specific for this position**

- Supervises, coaches, and trains Access Department therapists
- Provides screening and clinical assessment services as needed
- Answers Access phone calls as needed
- Provides oversight of intakes/assessments processes, client assignments, referrals needed, and administrative processes for Access Team
- Maintains advanced diagnostic skills and knowledge/understanding of current DSM criteria
- Assures that assessed clients have accurate diagnoses and are referred to the proper program for services
- Assures that all forms in the Assessment Form Group are completed properly by the assessing therapist and in a timely manner
- Monitors the work of assessing therapists and assures compliance with WACs, CARF standards, CHS policy/procedures, and agency expectations
- Guides staff who are working with clinical crises and assists with appropriate responses
- Provides prompt clinical consultation to assessing therapists
- Responds to client concerns and grievances
- Monitors assessment tracking tool and makes adjustments when needed
- Assures that clinical screens are administered and interpreted properly
- Reviews completed assessments and other assessment-related documents for completeness and accuracy
- Collaborates with managers and directors from other programs to stay up-to-date on services provided, appointments available, and procedural changes
- Tracks assessment assignments and processes
- Knowledge of community social services resources and how to access the resources
- Supports and conducts audit processes
- Participates in hiring and addresses ongoing personnel needs when appropriate
- Provides personnel oversight for Access Department therapists, including timecard approvals, vacation requests, and mileage and expense reimbursements
- Supports staff by communicating expectations, planning, monitoring, and appraising performance
- Collaborates with the Access Department Director and keeps director apprised of developments as they occur
- Understands billing procedures and assures appropriate billing
- Conducts written performance evaluations for therapists
- Participates in program development and evaluation of the Access Department
- Maintains a thorough knowledge and understanding of agency electronic health record systems
- Attends and participates in CQI meetings and other meetings as required

## **MAJOR RESPONSIBILITIES – Agency in 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
- 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 supervisor, managers, or directors that further the success of programs and/or the agency

## **MINIMUM REQUIREMENTS**

- Master's degree in Human Services/Behavioral Sciences (MA, MS, MSW)
- Licensed Mental Health Counselor, Licensed Clinical Social Worker, or Licensed Marriage & Family Therapist
- SUDP preferred



- Approved clinical supervisor per WAC guidelines
- Four years post master's clinical experience working 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
- Demonstrated ability to successfully work within a diverse cultural setting and provide services through the perspective of cultural humility
- Experience working with an electronic medical record
- General computer skills in Outlook Email, Excel, Word
- Valid Washington State Driver's License and reliable transportation
- Ability to work collaboratively as part of a team
- 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 community behavioral health with low resourced populations
- Ability to bring a spirit of camaraderie to your professional relationships

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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.



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