

Townhall II Job Posting

Job Title: Outpatient Manager (AOD)
Department: Counseling
Reports To: Clinical Services Director
Employment Status: Full-Time
FLSA Status: Exempt

Why Work Here?

At Townhall II, the work you do truly matters. As an Outpatient Manager, you play a critical leadership role in ensuring high-quality care for individuals navigating mental health and substance use challenges.

This position offers the opportunity to lead clinical teams, shape program quality, and directly impact client outcomes in a mission-driven environment.

When you join our team, you will:

- **Make a Real Impact** – Provide immediate support and guidance to individuals in crisis
- **Develop Lifelong Skills** – Build expertise in crisis intervention, active listening, and behavioral health
- **Be Part of Something Bigger** – Join a mission-driven organization dedicated to supporting the community
- **Grow Your Career** – Ongoing training, supervision, and advancement opportunities
- **(Full-Time) Enjoy Competitive Benefits** – Including medical, dental, vision, paid time off, and more

Position Summary

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position. Responsibilities may change at any time based on business needs.

The Outpatient Manager oversees the daily operations of outpatient clinical services, including mental health and substance use (AOD) programming. This role is responsible for supervising clinical staff, ensuring regulatory compliance, maintaining high-quality documentation standards, and supporting program development.

The ideal candidate is a strong clinical leader with experience in substance use treatment, staff supervision, and program oversight, who can balance administrative responsibilities with clinical support.

Key Responsibilities

Clinical Oversight & Program Management

- Oversee daily operations of outpatient mental health and AOD services
- Ensure delivery of high-quality, trauma-informed, and evidence-based care
- Provide clinical guidance and support to staff on complex cases
- Monitor caseload distribution and productivity expectations
- Maintain flexibility to provide direct client care or coverage as needed

Supervision & Staff Development

- Provide supervision to counselors and clinical staff in accordance with licensure requirements
- Conduct regular staff meetings, performance evaluations, and coaching sessions
- Support onboarding, training, and professional development of staff
- Foster a positive, collaborative team environment

Documentation & Compliance

- Audit client charts regularly to ensure compliance with agency, state, and federal standards
- Ensure timely and accurate clinical documentation
- Maintain compliance with Ohio Counselor, Social Worker, and Marriage and Family Therapist Board and other regulatory bodies
- Support quality improvement initiatives and corrective action planning when needed

Program Development & Quality Improvement

- Assist in the development and implementation of outpatient program goals and initiatives
- Monitor program outcomes and utilize data to drive improvements
- Collaborate with leadership on program expansion and service delivery enhancements

Professional Expectations

- Adhere to all Townhall II policies and procedures
- Maintain ethical standards consistent with mental health and substance use counseling professions
- Demonstrate professionalism, accountability, and strong interpersonal skills
- Perform other duties as assigned

Qualifications

Education & Experience

- Master's degree in Counseling, Social Work, Psychology, or related field from a CACREP-accredited (or equivalent) program

- Current licensure through the Ohio Counselor, Social Worker, and Marriage and Family Therapist Board required
- Minimum of 2 years of clinical experience, including substance use (AOD) treatment preferred
- Prior supervisory or leadership experience required

Required Skills & Abilities

- Strong clinical knowledge in mental health and substance use treatment
- Experience supervising clinicians and supporting professional development
- Ability to audit and ensure compliance of clinical documentation
- Strong organizational, leadership, and decision-making skills
- Excellent written and verbal communication skills
- Ability to balance administrative duties with clinical support
- Flexibility to step into clinical roles or provide coverage as needed

Pre-Employment Requirements

- Successful completion of background check and drug screening

Certifications & Licensure

- Required: LPCC (Independent License) or LISW (Independent License)
 - Preferred: LICDC
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Work Environment & Physical Requirements

- Work is performed in an office or clinical setting
- Regularly requires sitting, typing, and communicating with clients
- Occasional standing, walking, and light lifting (up to 10 pounds)
- Moderate noise level typical of a clinical environment

Townhall II is an Equal Opportunity Employer. We are committed to creating an inclusive environment for all employees and applicants. We do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, genetic information, military status, sexual orientation, gender identity, or any other protected status in accordance with applicable federal, state, and local laws.

Employment with Townhall II is at-will. This means that either the employee or the employer may terminate the employment relationship at any time, with or without cause or notice, in accordance with applicable law.

Townhall II provides reasonable accommodations to qualified individuals with disabilities in accordance with applicable laws. If you need assistance or an accommodation during the application process or in the performance of this role, please contact Human Resources.

Application Process

Submit Resume to Barbara Folan at Fax: (330) 678-7558, or by mail to: Attn: HR Department, Townhall II 155 N. Water St., Kent, OH 44240

*Application can be obtained at www.Townhall2.com