

Job Title	Manager of Clinical Services
Employer/ Agency	Santa Maria Hostel
Job Description	The Program Manager – Clinical Services is responsible for the day-to-day leadership, coordination, and oversight of clinical services within assigned residential programs. Reporting to the Director of Programs, the Program Manager ensures that clinical services are delivered consistently, effectively, and in accordance with Santa Maria's standards, licensing requirements, contractual obligations, and evidence-based practices. The Program Manager provides direct supervision and support to the clinical team, including Lead Counselor(s), and is responsible for clinical quality, staff development, documentation compliance, treatment coordination, and implementation of program expectations. The position works closely with the Director of Programs and other program leaders to ensure participants receive high-quality, trauma-informed, culturally responsive, person-centered services that support recovery and successful outcomes. Tobacco-free work environment Essential Duties and Responsibilities • Provides day-to-day leadership, supervision, coaching, and accountability for Lead Counselors. • Counselors, Counselor Interns, and other assigned clinical staff. • Ensures consistent implementation and delivery of clinical services across assigned programs. • Provides clinical guidance and consultation to staff regarding participant needs, treatment planning, case management, crisis situations, and barriers to successful treatment. • Facilitates and/or participates in treatment team meetings, case consultations, clinical staffing, and other interdisciplinary meetings. • Monitors clinical compliance/quality issues through regular client file audits and prepares reports for Director on findings and action plans. • Conducts routine chart and documentation audits and works with staff to develop and implement corrective action plans when deficiencies are identified. • Ensures services are documented accurately and timely in CMBHS and other required electronic or participant records. • Maintains current knowledge of HHSC, funding source, licensing, contractual, and other applicable clinical requirements and communicates expectations to clinical staff. • Support the Director of Program Services to monitor program performance measures, participant outcomes, utilization, and other indicators of program effectiveness. • Identifies trends, service gaps, and opportunities for clinical and

	operational improvement and recommends solutions to the Director of Program Services • Ensures clinical staff follow approved evidence-based and evidence-informed practices, including trauma-informed care, motivational interviewing, and other practices adopted by Santa Maria. • Assesses the training and professional development needs of clinical staff and coordinates coaching, training, and development opportunities. • Participates in the recruitment, interviewing, selection, onboarding, and orientation of clinical team members. • Manages employee performance, including setting expectations, providing regular feedback, completing performance evaluations, and addressing performance concerns in coordination with the Director of Programs and Human Resources. • Works with the Director of Programs to ensure appropriate clinical staffing, scheduling, workload distribution, and coverage. • Promotes effective communication and collaboration between clinical staff, residential staff, recovery support services, medical services, childcare, housing, and other programs supporting participants and their families. • Assists with preparation for licensing, contract, accreditation, and other monitoring visits or audits and participates in corrective action activities as needed. • Responds to clinical concerns and escalates significant participant safety, compliance, personnel, or programmatic issues to the Director of Program Services. • Supports a positive, accountable, and collaborative team culture that promotes employee engagement, professional growth, and high-quality participant care. • Serves as a member of the Programs leadership team and represents clinical services at internal and external meetings as assigned. • May provide direct clinical services or maintain a limited caseload when necessary to support program needs; however, the primary responsibility of the position is clinical leadership and management. • Performs other duties as assigned by the Director of Program Services.
Qualifications	Education and Experience • Bachelor's degree in counseling, social work, psychology, behavioral health, addiction counseling, or a related field required. • Master's degree in counseling, social work, psychology, or related behavioral health field preferred. • Minimum of three years of experience providing substance use disorder and/or behavioral health services. • Previous experience providing leadership, supervision, or clinical oversight in a behavioral health, substance use treatment, residential treatment, or related human services environment strongly preferred. • Experience working with individuals with substance use disorders, co-occurring mental health conditions, trauma histories, and other complex needs. • Experience with clinical documentation, treatment planning, quality

	assurance, regulatory compliance, and performance improvement. • Experience with HHSC-funded or regulated substance use treatment programs strongly preferred. • Experience with CMBHS preferred. Certificates and Licenses • Current Texas Licensed Chemical Dependency Counselor (LCDC) required. • LPC-Associate (LPC-A) or Licensed Master Social Worker (LMSW) preferred. • Other advanced behavioral health licensure, including LPC or LCSW, is highly desirable. • Must maintain all required continuing education and licensure requirements. • If driving on Santa Maria business, must maintain a valid Texas driver's license and proof of current automobile insurance.
Salary/Hours	\$65,000-\$75,000/Mon-Fri 8am-5pm
Address	2605 Parker Rd
City, State, Zip	Houston, TX 77093
Contact Person	Kendra Llorentz
Application Method	https://careers.hireology.com/santamariahostel/2844337/description
Opening Date	Immediately

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