



## Head of Service Job Description

**Reports To:** Executive Director

**Work Schedule:** Exempt position. Prior to the opening of the center, schedule will be Monday through Thursday 0800-1700. Then upon opening, Sunday - Wednesday 0900 - 1700 *\*Exact days and times may be adjusted to best fit applicant and company\**

**Salary range:** \$117,000 - \$137,000 (starting range \$117,000 - \$119,496)

### Position Summary:

The Head of Service (HOS) serves as the designated Facility Administrator for the residential care facility, overseeing all clinical services at Sorrel Leaf Healing Center. This role is held by a Licensed Clinical Social Worker (LCSW) with 2 years post licensure in the State of California and ensures the delivery of high-quality, trauma-informed care to youth and families while maintaining strict compliance with regulations from Community Care Licensing (CCL), the Board of Behavioral Sciences (BBS), and the Department of Health Care Services (DHCS).

The HOS is responsible for day-to-day management of Sorrel Leaf's interconnected programs (residential treatment, mobile crisis response, and aftercare) and plays a pivotal role in supervising clinical staff and interns, providing clinical consultation after hours as needed, ensuring documentation compliance, developing therapeutic models, and building a culturally responsive, therapeutic philosophy of care in collaboration with the Director of Service.

### Responsibilities and Duties:

#### Program and Clinical Oversight

- Manage daily clinical operations across residential, mobile response, and aftercare programs.
- Conduct ongoing program assessments, performance evaluations, and outcome tracking.
- Ensure attainment of programmatic goals and contractual deliverables.
- Serve as Administrator for the residential facility, ensuring compliance with all Community Care Licensing requirements.
- Maintain compliance with federal, state, and county regulations, including Medi-Cal and CalAIM standards.

#### Staff Supervision and Development

- Provide daily on-call clinical support on a rotating schedule with the Director of Service.
- Supervise clinicians and clinical interns in accordance with BBS requirements.
- Lead hiring, onboarding, evaluation, professional development and termination if needed, for clinical staff.
- Coordinate and implement ongoing staff training on therapeutic models, documentation standards, and trauma-informed practices.

#### Clinical Documentation and Quality Assurance

- Review clinical documentation to ensure accuracy and compliance with county and Medi-Cal guidelines.
- Conduct regular audits of client charts to maintain documentation quality and billing readiness.
- Interface with billing staff to align clinical records with reimbursement protocols and outcome requirements.

## **Community Engagement and Resource Coordination**

- Develop and maintain relationships with community partners, including tribal organizations, universities, and local agencies.
- Maintain an up-to-date resource list for referrals to services such as housing, food, employment, mental health, substance use, and transportation.
- Serve as a resource to staff and youth for identifying and accessing appropriate community supports.
- Represent the organization at meetings, conferences, and outreach events.

## **Strategic Development and Accountability**

- Collaborate with the Director of Service and Executive Director to further develop Sorrel Leaf's therapeutic philosophy and relational worldview.
- Support program design and long-term strategy grounded in Indigenous and trauma-informed values.
- Oversee implementation and revision of annual program evaluations.
- Oversee programmatic budget and expenditures.
- Prepare and submit required state, county, and internal programmatic and quality assurance reports.
- Other duties as assigned.

## **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **Education Level:**

- **Required:** Master's degree in Clinical Psychology, Social Work, or a related field.
- **Required:** Current and active California licensure as a **Clinical Social Worker (LCSW)**.
- **Required:** At least 2 years post licensure with completion of BBS-approved clinical supervisor training.

## **Experience:**

- Proven leadership experience in a role such as Program Director, Associate Director, or Chief Program Officer.
- Strong background in performance and operations management.
- In charge of tracking and reporting on the department's budget.
- Strong familiarity with the payer and insurance system of care (MediCal and private insurance) and referral pathways in Humboldt County.
- Experience with CalAIM documentation.
- Familiarity with community outreach, particularly within Indigenous, rural, or underserved communities.
- Experience delivering presentations and creating audience-specific written materials.
- Applicants who are members of, or affiliated with, federally recognized tribes are strongly encouraged to apply.

## **Other Requirements:**

- Must be at least 21 years of age.
- Health and tuberculosis screening (provided at company's cost) prior to the first day of employment.
- Must pass a LiveScan background check.
- Ability to work on site, in person, 32 hours a week.
- Ability to respond within 30 minutes to on-site on-call needs.

## **Skills and Abilities:**

### **Leadership and Organizational Management**

- Skilled in supervising and mentoring clinical teams with empathy and accountability.
- Strong decision-making and organizational skills; able to manage multiple priorities under pressure.
- Experienced in crisis management, particularly in youth mental health or trauma-informed care settings.

**Compliance and Clinical Expertise**

- Deep knowledge of state and federal regulations related to mental health services, Medi-Cal, and residential care facilities.
- Ability to interpret, train, and implement evolving clinical standards and documentation requirements.
- Proficient in conducting audits, monitoring outcomes, and using data to improve services.

**Cultural Responsiveness and Communication**

- Culturally humble, respectful, and open to learning from Indigenous communities and ways of being.
- Demonstrated ability to develop and implement culturally relevant and trauma-informed programs.
- Strong English communication skills, written and verbal, with the ability to engage effectively across cultural differences.

**Community Engagement and Advocacy**

- Skilled at building trust and maintaining relationships with community members, tribal leaders, and partner organizations.
- Comfortable directing individuals and families to appropriate resources with care and cultural sensitivity.
- Experience in presenting at conferences, attending community meetings, and supporting organizational visibility.

**Personal Attributes**

- Organized.
- Values collaboration, shared leadership, and community-driven approaches.
- Resilient, dependable, and committed to long-term healing work with youth and families.
- Upholds integrity, professionalism, and ethical accountability in all interactions.
- Continuously engaged in self-improvement, professional learning, and reflective practice.

**Physical Demands:**

*N (Not Applicable) Activity is not applicable to this occupation.*

*O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/8hr day)*

*F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/8hr day)*

*C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/8hr day)*

<b>Physical Demands</b>		<b>Lift/Carry</b>		<b>Push/Pull</b>	
<i>Stand</i>	<i>F</i>	<i>10 lbs or less</i>	<i>F</i>	<i>12 lbs or less</i>	<i>O</i>
<i>Walk</i>	<i>F</i>	<i>11-20 lbs</i>	<i>O</i>	<i>13-25 lbs</i>	<i>O</i>
<i>Sit</i>	<i>F</i>	<i>21-50 lbs</i>	<i>O</i>	<i>26-40 lbs</i>	<i>O</i>
<i>Handling</i>	<i>C</i>	<i>51-100 lbs</i>	<i>N</i>	<i>41-100 lbs</i>	<i>N</i>
<i>Reach Outward</i>	<i>F</i>	<i>Over 100 lbs</i>	<i>N</i>		
<i>Reach Above Shoulder</i>	<i>O</i>				
<i>Climb</i>	<i>O</i>				
<i>Crawl</i>	<i>O</i>				

<i>Squat or Kneel</i>	<i>O</i>				
<i>Bend</i>	<i>O</i>				

*Vision: Close vision, Distance Vision, Peripheral vision, depth perception and ability to adjust focus.  
Hearing: Hear, understand, and respond to verbal information in person or by phone with the public and co-workers.  
Dexterity: Manipulate objects with fingers rather than with whole hand, using a computer keyboard and mouse.*

**AA/EOE:** Sorrel Leaf provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

**ACKNOWLEDGMENT:**

I have read this job description and fully understand the requirements set forth therein. I hereby accept this position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

The job duties, elements, responsibilities, skills, functions, experience, educational factors, requirements, and conditions listed in this job description are representative only and not exhaustive of the tasks that the employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or a work environment change.

I further understand that my employment is at-will and thereby understand that the company or I may terminate the employment relationship at any time, with or without cause.

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Employee Printed Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Printed Name

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Supervisor Signature

\_\_\_\_\_  
Date