BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION	BAND	GRADE	SUBGRADE	FLSA STATUS
Program Manager	C	4	4	Exempt

POSITION TITLE:	**Assistant Clinical Manager of Crisis & Forensics**	**POSITION#**:	501026
☒**New** ☐**Revised**	**Date:**	**7/13/2026**	
SERVICE TYPE:	NON-REP MANAGEMENT		

Employee Name:	**Vacant**	**Department:**	**Health Department**	**Supervisor:**	**Crisis Programs Manager**
FTE:	1.0	**Employment Status:**	Regular Full Time		

Position Summary:

Responsible for the clinical operations, personnel management, and workflow implementation for the Crisis & Forensics shifts. This position provides direct administrative and clinical oversight for assigned Qualified Mental Health Professionals (QMHPs), Qualified Mental Health Associates (QMHAs), Peer Support Specialists, and Behavioral Health Technicians. The Assistant Clinical Manager of Crisis and Forensics implements program strategies set by the Crisis Programs Manager, ensures strict adherence to statutory compliance, and manages team-level operational decisions. This role acts as a primary clinical anchor for after-hours operations and participates in the rotating on-call manager schedule, which requires 24/7 consultation and the ability to deploy in-person to the community, hospital, or jail if the primary after-hours clinician is unresponsive.

Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	**MFA**: Personnel Management & Clinical Supervision **Essential Duties**: • Supervision and management of mental/behavioral health services staff, including QMHPs, QMHAs, Peer Support Specialists, and ensuring staff are trained, ensuring that employees follow policy and procedures, maintaining a healthy and safe work environment, and making hiring, termination, and disciplinary decisions. • Provide formal clinical supervision and guidance to licensure candidates and staff navigating complex crisis and forensics presentations. • Coordinate training opportunities, provide coaching and mentoring, and provide technical and professional assistance to staff. • Assure ethical practice and confidentiality are maintained.	40%
2	**MFA**: Clinical Operations & Crisis Response **Essential Duties**: • Manage day-to-day activities of the assigned shift operations. Determine program priorities by evaluating the immediate needs of the client or target population during after-hours operations. • Act as a rotating on-call manager. Provide 24-/7 consultations to staff during assigned weeks. Must deploy in-person to the crisis center, community, hospital Emergency Departments, or the county jail for direct crisis response if the primary after-hours clinician fails to respond to a Page. • Oversee high-acuity risk assessments, forensic protocols (including but not limited to Aid & Assist, PSRB, Forensic Diversion, etc), and civil commitment processes initiated during the shift. • Monitor revenues and expenditures to assure compliance with budgetary goals.	30%
3	**MFA**: Policy Implementation & Compliance	20%

	Essential Duties: • Assure compliance with department and county policies, state and federal statutes and rules, certification/compliance requirements, and funding requirements. Provide reports demonstrating compliance as required. • Participate in design, development, and implementation of Quality Improvement processes and initiatives. Use Quality Improvement tools and data to evaluate and guide decisions and demonstrate improvement. • Develop and maintain working relationships with community partners (e.g., law enforcement, hospital ED staff, community organizations) collaborating and participating in planning and program changes to enhance a coordinated system of care.	
4	**MFA**: Policy Implementation & Compliance **Essential Duties**: • Responsible for planning and executing special projects assigned by the PM5.	10%
5	**Other Duties as Assigned**	
Percentages should total 100%		**100%**

Education, Licensure, and Certification Requirements:

- Bachelor's degree from an accredited college or university in a field related to area of assignment; and 5 years of progressively responsible professional experience in area of assignment, including at least 2 years of supervisory experience. Currently licensed in the state of Oregon as a Licensed Professional Counselor (LPC), Licensed Clinical Social Worker (LCSW), or Licensed Marriage and Family Therapist (LMFT); master's degree in a related behavioral health field; Driver's license.
- Possess a valid Oregon Driver's license.
- Ability to obtain and maintain credentialing and privileging in accordance with organizational standards.
- Bilingual English/Spanish skills are highly desirable.

Qualification Requirements:

Special Requirements:

Must be able to participate in a 24/7 rotating on-call manager schedule, including the physical ability to deploy to community, hospital, or jail settings.

Physical Requirements:

- Ability to embrace and model the mission, values, and philosophy of the organization.
- Demonstrated ability to lead care teams and work respectfully and effectively with staff at all levels.
- Ability to work independently and as part of an interdisciplinary team.
- Ability to report to work as scheduled and work a flexible schedule, including evenings and weekends, if required.
- Demonstrated professionalism, sound judgment, accountability, and a nonjudgmental approach in patient and staff interactions.
- Strong customer service, critical thinking, time management, and organizational skills.
- Ability to pass required background check, drug screen (if required) and/or other pre-employment requirements, if applicable.
- Computer proficiency sufficient to document accurately and efficiently in the electronic health record concurrently with the patient visit and use standard workplace software.

Physical Demands

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel; talk; or hear. The employee is occasionally required to stand; walk; sit; reach with hands and arms; and stoop; kneel; or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Working Conditions:

The employee works in well-lighted, clean environments. The noise level in the work environment is quiet to moderate. May work evenings or weekends. **Check the following that applies to this position**: The employee may occasionally: ☒ work with angry or hostile clients or members of the public, ☒ work with toxic substances and biohazards, and ☒ exposure to infectious illnesses.

Emergency Preparedness:

Benton County is committed to emergency preparedness planning and implementation and disaster recovery. In the case of a Health Department, County, State, Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances.

Quality Improvement Participation:

Employees are expected to participate in improving BHS' performance, processes, and programs through quality improvement activities, use of the PDSA model and participating on QI teams as assigned.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee:_____ Date:_____

Immediate Supervisor:_____ Date:_____