

# ROBERT SMITH

## Director Of Clinical Services/Supervisor

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### SUMMARY

A challenging Director Of Clinical Services position requiring creativity, flexibility, strong interpersonal skills and ability to motivate others and enhance morale in an environment of change.

### CORE COMPETENCIES

Speech Language Pathologist, DOR, Regional Manager, Clinical Manager.

### PROFESSIONAL EXPERIENCE

#### Director Of Clinical Services/Supervisor

**ABC Corporation - February 2004 – September 2015**

##### Key Deliverables:

- Overseeing Team Managers and clinical staff in all three offices.
- Coordinate and evaluate professional and clinical care services.
- Monitor quality of care and staff productivity to ensure the staff maintains professional standards.
- Knowledgeable in Hospice Medicare Conditions of Participation (COPs) and educated staff in regulations d.
- Ensure that established agency policies and procedures are being followed e.
- Collaborate with QAPI Coordinator to ensure necessary measures are implemented and followed thru by clinical staff.
- Assist with quarterly quality chart reviews and made recommendations to QAPI Coordinator for improved quality patient care and documentation.

#### Director Of Clinical Services

**Delta Corporation - 2002 – 2004**

##### Key Deliverables:

- Oversaw the daily operations of a home healthcare agency serving a 14 county territory in north Georgia; Served as the primary RN Account Manager.
- Provided administrative and clinical supervision to eight therapists and support staff.
- Ensured that therapeutic interventions used were appropriate to all clients served based on analysis of behaviors, history and current diagnosis.
- Contributed to continuous quality improvement efforts and facilitated a task force ensuring all residential clinical services met the Joint.
- Supervised family reunification program, Family Focus, to ensure clients returning to the community from residential treatment were provided.
- Workers Compensation PBM with a national presence in servicing auto insurance carriers, third-party administrators, managed care organizations.
- Successfully led the URAC Accreditation Committee.

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## EDUCATION

Diploma - October 2007(Homecare University)

