Our Agency

Mission: to empower women and their families to lead healthy, successful, productive, and self-fulfilling lives.

Santa Maria Hostel is one of Texas’ largest multi-site residential and outpatient substance use disorder treatment centers for women, and one of a very few to offer a full continuum of services for women who are pregnant or parenting. We meet each family where they are at on their recovery journey, from prevention and intervention, to treatment, housing, long term recovery support and aftercare. Our services help restore families, promote positive life changes, and offer hope that a new and better future is possible. By offering vital services and life changing support, Santa Maria offers a pathway to success through recovery.

Chief Clinical Officer

As an officer of the organization and key member of the executive management team, the Chief Clinical Officer will report directly to the CEO, and is responsible for ensuring high-quality design, implementation, management, evaluations, and delivery of services.

The CCO is responsible for the oversight and development of program services, quality initiatives, and training of staff and interns. This position will ensure that all staff has the resources and training to ensure high quality, efficient and effective delivery of treatment and services. The person in this position will ensure that we excel in meeting the requirements of our license and various public and private grants.

As a collaborative leader, the CCO will work with, and across all departments to explore and recommend strategic program initiatives and approaches that support the populations SMH serves, expanding impact and results in a cost-effective manner.

Essential Duties and Responsibilities include the following.

* Other duties may be assigned:

Program Administration

- Manage continual dialogue and effective reporting with external agencies.
- Assure routine and emergency procedures are universally understood, well-documented, and consistently practiced.
• Ensure compliance with all programs, clinical and licensing requirements in conjunction with various Program Directors and Director of Operations and Quality Assurance.
• Ensure all levels of staff are aware of and held accountable for compliance with regulations and procedures.
• Develop and update written procedures and forms to ensure compliance with licensing/accreditation.
• Ensure clinical services adhere to best practices and maintain fidelity to EBP curricula and therapeutic models in conjunction with Program Directors.
• Assist SMH in applying for, achieving, and maintaining CARF accreditation.
• Ensure programs and agency integrates Trauma Informed Care, Person Centered Planning, Recovery Support principles, and other best practices.
• Assist in facilitating communication, teamwork, and integration of various departments (clinical, operations, housing, recovery support) to improve client care and client satisfaction.
• Analyze monthly/quarterly reports of program outcomes, identifying challenges and achievements and proposing program improvements/changes where indicated.
• Ensure programs and staff are meeting requirements and expectations of various stakeholders/partners (CPS, courts, etc.) in conjunction with Program Directors.
• In conjunction with CDO and CFO, ensure new strategic program initiatives are sustained effectively beyond initial implementation period.

**Internship Program**

• Develop and coordinate a quality clinical internship program that meets the needs of the university, the intern as well as the agency.

• Develop written policy/standards for academic affiliations, requirements, and structure of SMH internship program for potential interns/practicum students, and other documentation as needed to develop and maintain a clearly structured program.

• Develop and maintain written intern orientation materials outlining SMH policies, documentation requirements, and other information vital to new clinical professionals.

• Ensure that supervisory staff has appropriate credentials and training.

• Provide clinical supervision as needed.

• Maintain and expand academic affiliations.

**Executive Leadership**

• As an Officer and member of the Executive Team, provide input and direction to the formulation and leadership of the achievement of the corporation's mission, strategy, and objectives.

• Upon legal review and where authorized by the CEO, the CCO may sign contracts or other instruments to be executed, except in those instances where approval of others or the signature of others is expressly required by the Articles of Incorporation, by the Bylaws, by any law of the State of Texas or by funding agencies.
- Attend all Board meetings as requested.
- Cultivate and sustain strong partnerships with the Board of Directors, donors, foundations, government funders, local businesses, and community partners.
- Represent SMH in advocacy activities and public events as requested, ensuring a positive and proper image of the organization to its various publics.
- Serve as surrogate for CEO as directed for various public events, CEO absences, etc.