



JENNIFER DAVIS

Counselor

CONTACT INFORMATION



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Baltimore, MD 12345

KEY SKILLS

- Clinical program leadership
- Behavioral health accreditation cycles
- Clinical supervision (pre-licensure and post-licensure)
- Payer credentialing and contracting
- Utilization review
- Outcome and quality reporting
- Grant-funded program management
- Hiring and clinical onboarding
- Risk protocol development
- Budget ownership
- Multi-site operations
- EHR governance (Netsmart myAvatar)

ABOUT ME

Clinical Director with 14 years in community mental health, including six years leading multi-site outpatient teams. Oversee pre-licensure clinicians and carry responsibility for hiring, payer credentialing, quality metrics, and accreditation readiness across three sites.

PROFESSIONAL EXPERIENCE

Clinical Director

Chesapeake Behavioral Network, Baltimore, MD | 2020 - Present

- Direct clinical operations across three outpatient sites with 34 W-2 clinicians and roughly 2,200 active clients.
- Led the network through three-year re-accreditation in 2023 with zero recommendations in the clinical program area.
- Cut clinician annual turnover from 31% to 14% through a redesigned supervision model and a stipend for pre-licensure counselors and social workers.
- Chair the utilization review committee and set the documentation standards the entire network uses.
- Own the departmental budget of roughly \$6.8M, including payer contract negotiation on the two largest commercial panels.

Clinical Supervisor

Northgate Family Services, Rockville, MD | 2016 - 2020

- Supervised a team of 11 outpatient counselors, including six pre-licensure candidates accruing hours toward state licensure.
- Ran weekly individual supervision and biweekly group case consultation across trauma, adolescent, and substance use tracks.
- Rebuilt the intake-to-first-session workflow and shortened the average wait from 18 days to 9.
- Served as the clinical lead on a two-year federally funded youth trauma grant, coordinating outcome reporting.
- Wrote and rolled out the agency's revised risk assessment and safety planning protocol.

Senior Counselor

Ellicott Ridge Counseling Group, Columbia, MD | 2013 - 2016

- Carried a full outpatient caseload of about 28 weekly clients while precepting two graduate interns each year.
- Co-designed an emotion regulation skills group that ran for eight consecutive cohorts.

- Represented the practice at monthly county behavioral health coordination meetings.
- Trained peers on trauma-informed intake practices adopted across the four-clinician group.

Outpatient Counselor

Patapsco Valley Mental Health Center, Catonsville, MD | 2010 - 2013

- Provided individual and family therapy on a Medicaid-heavy caseload of 30 to 34 weekly clients.
- Completed 3,200 supervised hours and passed the clinical licensure exam on the first attempt.
- Facilitated a weekly co-occurring disorders group with an addictions counselor.
- Maintained same-week documentation compliance across three consecutive annual audits.

EDUCATION

M.Ed. in Counseling Psychology, Loyola University Maryland, 2010

B.A. in Psychology, Morgan State University, 2007

Licensed Professional Counselor (MD), in good standing

Approved Clinical Supervisor (Center for Credentialing & Education), 2017