



## **Job Description**

### **Title**

Clinical Manager

### **Qualifications**

Master's degree in Counseling, Social Work, Psychology or related field; LCSW or LPC licensure plus 3 years or more direct experience post licensure providing clinical supervision and program oversight to a multidisciplinary team, 3 years of experience providing culturally-sensitive, gender affirming therapy with clients on issues related to intimate partner and sexual violence, trauma and mental illness. Applied experience providing trauma-informed psychosocial assessment and group therapy. Proficient with Microsoft Suite and web-based documentation system to track and monitor program trends.

### **Description**

Under the supervision of the Director of Clinical Programs, exercises discretion and judgment in the daily oversight and supervision of the Support Services Program and Therapists to include: all screening and assessment activities for client entry into programming; client assignment into services, program development and marketing of group programming. The Clinical Manager will also provide clinical supervision to Adult Services Therapists and Clinical Interns in collaboration with the Clinical Manager team.

Additional duties to include: support and coordination of clinical internship activities, oversight of compliance with established policy and procedures to meet best practice and productivity standards, hiring and training new therapists, conducting yearly performance reviews, program evaluation and support of the clinical case audit process and quality improvement activities. Monitors staffing trends. Position responsibilities will take place in person onsite and remotely.

### **Responsibilities**

#### **Direct Service and Supervisory Duties**

- Manages direct service functions of screening, intake, groups, waitlist management and client assignments to therapy and group services. Monitors program data and workflow efficiency; makes changes accordingly to streamline client programming.
- Monitors telehealth activities and risk.
- Trains and supervises up to three support services staff, up to five adult services therapist and two clinical interns. Supports all clinical training efforts including maintenance and updates to the Assessment Training Manual.

- Supports training and adherence to agency policy and procedures for documentation, intake and assessment, counseling, client walk-in, group protocols, waitlist management, assignment of clients to therapy, closing processes and evaluation. Meets all compliance standards.
- Supports training on the use of the client portal and adherence to policy and procedure.
- Collaborates with other professionals, including therapists, psychiatrists, attorneys, etc. to support clients' needs and entry into therapy.
- Assures client assignments are within the therapist scope of practice.
- Provides direct services as needed, providing therapy, intake, group therapy, class facilitation, seminars, workshops and other support services programming at Safe Connections.
- Develops needs assessments and group curriculum in collaboration with the Support Services team.
- Completes documentation on any direct services provided per procedures.
- Provides crisis intervention counseling to walk-in clients on an as-needed basis.
- Participates in weekly supervisory meetings, individual supervision.
- Co-facilitates weekly clinical case consultation.
- Creates the group schedule and markets support services programming to the community.
- Demonstrates awareness of diversity, equity and inclusion.

### **Administrative Duties**

- Post and hires for Support Services staff positions, conducts interviews, hires new staff.
- Provided supervision to Support Services staff and completes yearly performance evaluations.
- Sets up new users and permissions in Apricot.
- Is responsible assuring program evaluation are conducted for each service and entered into the agency data base once the service.
- Oversees the Support Services Therapists in screening callers for individual therapy and support group services and scheduling and/or providing assessments for scheduled and walk-in clients.

- Oversees Support Services programming, including scheduling for groups and classes and facilitation of DBT consultation.
- Utilizes and collects support services program outcome measures, including pre-post surveys, and assures their entry into our documentation system monthly. Completes all agency statistical forms in a timely manner; produces statistical and descriptive data for administrative purposes, monitors program trends and makes changes accordingly for improvement.
- Attends program meetings to inform Safe Connections' policy and improvements in operational procedures and methods.
- Participates in Safe Connections Performance Quality Improvement committee and assists with other accreditation activities.
- Participates in Safe Connections' Intern and volunteer committees, supports training activities.
- Other duties as assigned.

### **Training and Volunteer Duties**

- Screens, trains and provides oversight to master level concentration practicum interns. Monitors risk management.
- Attends all required agency in-services.
- Attends a minimum of 16 hours of annual continuing education for licensing requirements.

### **Accountability**

Accountable to Director of Clinical Services for carrying out assigned responsibilities and for following Safe Connections' Policies and Procedures. Staff therapist are to provide services only within the scope of their training and experience.

Safe Connections seeks and celebrates diversity in its staff community and provides a dynamic team environment. A trauma-informed culture with a high value on self-care, mentoring and professional development is an organizational hallmark. We are an equal-opportunity employer. Employment decisions are made based on merit and organizational needs, not on race, color, citizenship status, national origin, ancestry, gender, gender identity, gender expression, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation or any other factor protected by law.

