

CLINICAL SERVICES DIRECTOR HEARTLY HOUSE

This is an exempt, full-time position that reports directly to the President and Executive Director.

SUPERVISION EXERCISED: Counseling staff and contractors and AIP program staff

AREAS OF RESPONSIBILITIES:

Primary Duties: *

- Responsible for the day-to-day clinical and administrative operation of Counseling Services
- Ensures the recruitment, selection, compensation, training, development, supervision, evaluation, and termination of agency staff for the Counseling Department in accordance with human resources policies and procedures
- Assists in the generation of sufficient income for the provision of agency services and effective operations through consistent procurement of government grants and contracts, and effective revenue generation where possible
- Ensures the effective development, administration, and control of the department budget; appropriate cost containment and fiscal oversight on expenditures, the timely procurement of items needed to deliver services. Actively participates in the creation and monitoring of the overall agency budget as a key leadership team member.
- Ensures the planning, development, delivery, expansion, and evaluation of agency services, particularly as it relates to the department's services
- Ensures the development, maintenance, and monitoring of professional standards and practices in all aspects of agency counseling, housing, and advocacy services, programs, and functions
- Ensures positive agency visibility in the community through participation in appropriate community task forces, planning groups, and associations at a local, state, and national level, as needed
- In collaboration with the President and Executive Director and the Senior Leadership Team, ensures the development, implementation, evaluation, and regular revision of the agency strategic and operational plans. Engages staff on a consistent basis in the development, implementation and monitoring of the operational plan.
- Shares on-call consultation with clinical staff on a 24/7 basis with the Counseling Lead and is available personally, as needed, for consultation and triage for Hotline, Shelter, Medical Accompaniment Advocates and Legal services
- Maintains a caseload, as appropriate
- Collaborates effectively with Legal Services department in the coordination of care for clients
- Establishes and monitors appropriate referral agencies/individuals to obtain additional needed services for clients on an on-going basis
- Ensures client records are up-to-date, complete, and accurately filed, and are closed, as needed. Ensures client records are maintained in complete confidentiality and protection of client rights. Signs off on verification of services and/or summary of services letters for clients as needed and appropriate.
- Ensures that all clinical case records are entered into the client database fully and accurately. Conducts regular quality assurance checks on digital files.
- Serves as a member of the Senior Leadership Team, and provides input from staff and feedback to staff for agency planning, management, and budgeting

Secondary Duties: *

- Participates personally and ensures the effective participation of counseling staff and volunteers in state and national domestic violence, sexual assault, and child abuse educational and advocacy activities and conferences.
- Collaborates with other departments in volunteer programs as needed and develops staff support of volunteer efforts where needed and as appropriate.

*(For purposes of the Americans with Disabilities Act (ADA) the term “Primary” represents “Essential” and “Secondary” represents “non-Essential.”

EDUCATION AND EXPERIENCE

- Master’s degree in social work, Counseling, or PhD in same with licensure at the independent clinical level. At least five years of professional employment as a top manager of a comparable crisis and behavioral health agency.
- Strong clinical background and skills, and ability to provide care to clients who experience domestic violence, sexual assault, human trafficking, or child abuse, and to deal with trauma
- Strong written and oral communication skills
- Ability to effectively use computers, including Windows, Microsoft Office Suite, and database software
- Possession of strong leadership skills and experience, with an emphasis on clinical services and supervision, planning, financial oversight, monitoring and evaluation, and development of professional and managerial staff.
- Understanding and commitment to the mission, values, and philosophy of Heartly House and the efforts to end domestic violence, sexual assault, human trafficking, and child abuse
- Exceptional problem solving, decision making, and priority setting ability
- Ability and confidence to take informed risks
- Ability to operate effectively under sustained stress
- Ability to serve as effective and articulate spokesperson for the agency
- Capacity to lead, inspire, and motivate others, especially in difficult and sometimes traumatic situations and events
- Ability to work effectively and creatively with volunteers
- Successful completion of Heartly House training sessions within probationary period