



Job Description

WTLC is an equal opportunity employer

Job Title	Clinical Services Manager
Reports To	Director of Supportive Services
FLSA	Full-Time; Exempt

JOB PURPOSE

Under the direction of the direct supervisor, the Clinical Services Manager is responsible for the management of the organization's clinical services. This position works as an integral part of WTLC's clinical department and ensures that appropriate therapeutic intervention models are being utilized within a trauma-informed care framework. Additionally, this position may provide individual and group counseling to participants, and provides clinical supervision to MSW interns.

GENERAL DUTIES AND RESPONSIBILITIES

- Review counseling intakes, assign counselors, and track participant distribution
- Complete forms required for client files
- Assist the Director to address requests for records, support letters, and verification of services
- Support the Director that all services meet appropriate standards, grant conditions, and other requirements
- Review and monitor counseling files and progress reports
- Provide individual and group counseling to participants
- Provide clinical or non-clinical supervision to staff and interns
- Interface with other departments (Legal, Housing, Community) to ensure program cohesion and proper support is provided to all participants
- Assist the Director to develop counseling forms and tracking systems
- Assist in developing Counseling Services policies, procedures, and protocols
- Provide professional development trainings agency-side
- Manage concerns relating to coverage, productivity, and workload expectations
- Function as a Field Instructor with MSW and MFT programs
- Provide management for daily operations of the counseling program
- Maintain documentation, client files, and statistics as required
- Manage participant and evaluation/outcomes tracking
- Maintain relationships with outside agencies; attend appropriate meetings
- Provide crisis support to other staff as needed
- Refer participants to community resources and advocate directly with other agencies as needed to support participants with services
- Complete and maintain participant records that document services provided; input data entry into database (Apricot) in a timely manner

- Transport participants to various locations as needed
- Work with a diverse population and provide culturally sensitive advocacy
- Participant in staff meetings, conferences, and other meetings as needed
- Facilitate various workshops, support groups, and trainings to participants at the Center and other off-site locations
- Other duties may be assigned

QUALIFICATIONS

- Must have a Masters in Social Work for at least 2 years
- An active LCSW, LMFT, or PhD license with 2 years post-licensure experience is preferred
- Experience serving diverse communities
- Strong social, communication (written and verbal), and problem solving skills
- Ability/experience in crisis counseling and long-term counseling
- Ability to work as part of a team with other staff and volunteers
- Supervisory skills and ability to work with both para-professionals and clinical staff and interns
- Experience providing trauma-informed care
- Knowledge of clinical diagnostic methods and principles, various modalities of psychotherapy and counseling, and abnormal psychology, as well as alternative modalities
- Bilingual in Spanish – the prevailing non-English language of participants
- 40-Hour Domestic Violence Training Certified
- Has not been a participant of WTLC services for at least three (3) years
- Possession of a current and valid California driver's license, a car, liability insurance which meets California State minimum requirements and an acceptable driving record
- Successful completion of a pre-employment background check

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Alternate work schedule (4/10) or regular (5/8) schedule, flexible to work evenings and weekends, as needed. Regularly required to sit and use hands and fingers; intact vision abilities required. Occasionally required to lift and/or move heavy objects.

To be considered for this position, please apply to careers@wtlc.org via email and include a cover letter, resume, and salary requirement with "Clinical Services Manager" in the subject line. No phone calls please.

For more information on WTLC, please visit our website at www.WTLC.org.