

POSITION: Director, Clinical Services
DEPARTMENT: Administrative
REPORTS TO: Executive Director

Status: Exempt
Hours: 35/week

SCOPE OF WORK: The Clinical Director is responsible for the management of New Hope’s Clinical Services including the counseling and advocacy direct services teams. The Clinical Director serves on the Senior Leadership Team. The Director provides vision and leadership to ensure quality service provision and coordination of services to clients. **It is expected that the Director of Clinical Services job performance will incorporate the practice and promotion of New Hope’s core values, which include respect, teamwork, empowerment, and professionalism.**

PRIMARY DUTIES:

- Provide ongoing assessment and evaluation of the clinical programs to ensure that client needs, agency standards and funding requirements are met. Maintain documentation, client files, and statistics as required by agency policies and funding sources
- Oversee implementation of counseling and advocacy services to ensure best practices in regards to service delivery, program outcomes and record-keeping
- Monitor high-risk cases and/or clients with complex needs
- Supervise Manager, Community-based Services and clinical staff and Master’s Level interns
- Provide and/or oversee clinical supervision and support to programs across the agency, including attending to vicarious trauma for all staff
- Assess counseling needs including referrals for psychiatric, substance abuse, or other related evaluation
- Maintain liaison with collateral clinical and community service providers as necessary for coordination of treatment and services
- Participate in Senior Leadership Team, provide clinical feedback and guidance to the team
- Participate in back up on-call with Shelter programs
- Participate in DPH Clinical Supervision Groups/forums
- Complete assignments as requested by the Executive Director

EDUCATION AND EXPERIENCE:

- Master’s degree in Social Work, Counseling or related field required, LICSW or LMHC
- Minimum 3 years post licensure clinical experience preferred
- Experience providing team building and individual and group supervision
- Bilingual helpful
- Knowledge of and/or experience with sexual assault and domestic violence issues and sensitivity to multicultural issues
- Demonstrated ability to work cooperatively and team with other professionals

It is the policy of New Hope to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, New Hope will provide reasonable accommodations for qualified individuals with disabilities.

New Hope’s goal is to increase representation of women, people of color, veterans and individuals with disabilities. Our programs are designed to comply with all applicable federal, state and local laws, directives and regulations and cover all human resource actions including employment, compensation, benefits, training, education, tuition aid, transfers, promotions and social/recreational programs.