

CLINICAL SERVICES DIRECTOR HEARTLY HOUSE

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

SUPERVISION EXERCISED: Counseling staff and AIP program manager

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
- Ensures 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 management team leader.
- 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 advocates 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
- Ensures, in cooperation with the Executive Director and management team, 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.
- Ensures availability for on-call consultation with clinical staff on a 24/7 basis, and is available personally as needed for consultation and triage for Hotline, Shelter, Transitional Housing, case management, Sexual Assault Forensic Exam Advocates program and legal client situations
- 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.
- Serves as a member of the management 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 Clinical Psychology with licensure at the independent clinical level. At least five years of professional employment as a top manager of a comparable non-profit agency.
- Strong clinical background and skills, and ability to provide care to clients who experience domestic violence, sexual assault or child abuse, and to deal with trauma
- Strong writing and 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 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

Heartly House is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

Please send cover letter and resume to Inga James by February 15 at ijames@heartlyhouse.org or fax it to 301-663-4334. No telephone calls, please.