



Title of Position: Clinical Director of Counseling and Family Support Services

Program: Counseling and Family Support Services

Reporting Structure: Reports to Vice President of Program Administration, supervises four mental health therapists and one family support educator.

Position Summary: Manage counseling and family support staff to ensure high quality and effective services are being provided to young children and their caregivers who have experienced traumatic events.

Responsibilities include, but are not limited to:

I. Staff Supervision

1. Provide quality administrative and clinical supervision (on an ongoing basis) to all providers and direct reports to help them achieve program and personal performance goals.
2. Monitor staff schedules, including approving leave time and professional development activities.
3. Be attuned to program staff stress and burnout out levels, including soliciting staff input on ways to reduce professional stress and burnout, and increase compassion satisfaction.
4. Offer guidance and resources when staff are working through client crises. Debrief when stressful sessions or encounters occur.
5. Facilitate weekly team meetings for the counseling and family support team.
6. Coach staff to be prepared for testifying in court, advocating for clients in meetings and guidance on professional boundaries.
7. Conduct annual performance reviews.
8. Coach and address performance concerns following agency's progressive discipline practices.
9. Interview qualified candidates for open positions and make recommendations to Vice President of Program Administration/CEO regarding all program staffing, hiring and personnel issues.

II. Direct Services

1. Maintain a small caseload consisting of one to two clients per week.
2. Provide case management coverage for urgent needs of clients when principal staff are unavailable.
3. Maintain weekly communication with Admissions Coordinator to facilitate appropriate and timely admission program services.
4. Maintain relationships and communication with partner agencies regarding program services, collaboration and referrals.
5. Conduct presentations and participate on community educational panels on behalf of the agency as requested and scheduling allows. May occur onsite, off-site or virtually.
6. Learn and demonstrate compliance with all agency policies and procedures related to the clinical process.
7. Provide leadership for direct reports and others throughout the agency, modeling effective communication and professional behavior to ensure an environment that is equitable and safe for all staff, clients, community partners and visitors.

III. Administrative Duties:

1. Skillfully allocate, monitor and utilize department resources. Actively participate in budget planning; oversee revenues & expenses on a monthly basis.
2. Monitor service waitlist and oversee the communication process with families needing services.
3. Manage providers' caseload size to ensure timely access to services for clients on the waitlist.
4. Monitor no-show and cancellation rates and provide feedback to providers.
5. Monitor monthly billing reports. Oversee productivity of team members.
6. Collaborate with grant manager and accountant to ensure compliance and fiscal responsibility of grants supporting counseling and family support services.
7. Maintain current knowledge of government funding and earned revenue requirements.
8. Participate in an annual review of policy and procedures relevant to counseling and family support services.
9. Participate in All Staff meetings and Leadership Team meetings.

V. Quality Improvement

1. Coordinate quarterly chart audits for completeness.
2. Contribute to the achievement of the agency strategic plan.
3. Assist in the distribution and review of data from client satisfaction surveys.
4. Assist in collection, interpretation and oversight of discharge data.
5. Participate in the preparation and maintenance of program accreditation (Joint Commission).

VI. Professional Development / Community Outreach

1. Maintain current clinical licensure.
2. Create professional development plans for each direct report and coordinate financial access so staff receive the trainings to ensure expertise to deliver high quality services.
3. Effectively represent The Children's Place through regular attendance of professional meetings as needed within the community.
4. Work to create community partnerships to support a network of resources for the agency and clients.

VII. Program Development

1. Develop, monitor and adjust programs to ensure services meet client's therapeutic needs as funding and staffing permits.
2. Maintain a high level of clinical knowledge about the current treatment of trauma and provide ideas and guidance to leadership when program decisions are being made.
3. Modify program services based on client feedback, outcome data and professional development opportunities.
4. Create and integrate effective program components including:
 - a. Providing research or evidence-based treatment
 - b. Involving caregivers in the treatment planning and treatment process (when possible)
 - c. Implementing trauma responsive interactions and interventions
 - d. Providing culturally responsive services to eliminate inequity and increase access

V. Certification(s) / Degree(s) Required:

1. Master's degree in social work or counseling or related field.
2. Registered Play Therapist or Registered Play Therapist Supervisor Certification strongly desired.
3. Current Missouri clinical licensure in social work or counseling.

VI. Skills and Experience:

1. Minimum of five years clinical experience
2. Minimum three years supervisory/management experience
3. General knowledge of the signs and symptoms of child abuse and/or neglect
4. Knowledge of the role of a mandated reporter, and the child welfare system
5. Demonstrate high level of knowledge about child development and mental health treatment of children under the age of 10 and caregivers.
6. Demonstrate a high level of ethical integrity.
7. Demonstrate a high level of initiative. Eagerness to take responsibility to achieve goals.
8. Use appropriate interpersonal styles and methods to develop interdisciplinary team camaraderie and cooperation.
9. Ability to interact professionally and effectively with clients, families, staff, board and community partners. Demonstrate respect and responsiveness to cultural differences.
10. Willingness to manage difficult child behaviors.
11. Physical ability to lift young children and engage in play activities on floor without restriction.
12. Mastery of the English language, both verbal and written.
13. Ability to be solutions-focused and build consensus as well as able to communicate assertively and effectively to solve problems within a multicultural environment.
14. Knowledge and ability to demonstrate organizational and time management skills.
15. Demonstrated track record of accuracy, timeliness, dependability, and attention to detail.
16. Demonstrated ability to maintain confidentiality regarding records, clients and sensitive data.
17. Competence and ability to utilize technology and demonstrate competencies in the use of Microsoft Office, Windows, Excel and PowerPoint.

VII. Working Conditions:

1. Ability to work and travel within the community without restriction. Some community travel.
2. One evening (until 7 pm) per week required.
3. Ability to access multiple levels of the agency's or clients' building.
4. When required, be responsible for client physical safety.
5. Must understand and follow building security procedures.
6. Business casual office attire.
7. Possible exposure to childhood illnesses. Flu and COVID vaccination strongly recommended.
8. Exposure to sensitive client subject matter.
9. Exposure to vicarious trauma.

VIII. Measurement:

Performance will formally be evaluated after initial 90 days and annually thereafter.

IX. Disclaimer:

Other duties will be required/requested for effective job performance. This is not a contract for employment but an outline of essential functions and expectations

