

CLEVELAND RAPE CRISIS CENTER
Job Description

Title: Manager of Clinical Services

Reports To: Director of Clinical Services

Supervises: Clinicians, Clinical interns

Position Summary: The Manager of Clinical Services supervises members of the clinical team and shares responsibility for the operational integrity of the Clinical Services Team to ensure that all survivors of rape, sexual abuse and human trafficking receive timely, trauma informed and high quality counseling services. The Manager of Clinical Services also oversees the clinical internship program, group therapy program, and provides therapy to survivors of rape and sexual abuse, their family members and close supporters, while ensuring the highest quality of care to clients, in alignment with CRCC's mission and philosophy. This is a full time exempt position.

Principal Duties and Responsibilities:

Program & Administrative

- Provide clinical supervision to clinicians on the Clinical Services Team; this includes the establishment and monitoring of performance objectives, performance appraisals and disciplinary actions, in conjunction with Clinical Director.
- Modify and improve existing services as needed, regularly update handbooks, procedures and written materials.
- Carry out program management activities such as planning, staffing, and program implementation and updates, program development, quality assurance and quality improvement.
- Identify opportunities for quality improvement and initiate appropriate communication with Director and CPO.
- Maintain a working knowledge of CRCC's Mission, Vision, and Values to influence and manage the strategic direction of the Clinical Program, motivate others, and facilitate appropriate change, process improvement, and effective problem solving.
- Maintain a working knowledge of CRCC's policies, and procedures to ensure and safeguard the delivery of quality care.
- Provide high quality clinical care to clients with complex needs and diverse ages (children, adults) at an average rate of 8 hours a week (with 12-15 clients assigned).
- Maintain accurate records of services provided to clients.
- Ensure that all clinicians complete records in a timely manner and comply with CARF, Medicaid and CRCC's record keeping guidelines.

- Work closely with other Client Services and Advocacy staff on cases requiring multi-disciplinary services.
- Review and interview intern and therapist candidates, with the oversight of the Director of Clinical Services.
- Provide direct clinical supervision and/or delegate supervisory responsibility to other appropriate staff to ensure that the interns' supervisory needs are met.
- Plan training programs for interns. Deliver training programs and utilize other CRCC staff and outside trainers as needed.
- Oversee the provision of group therapy by the trauma services team, including monitoring quality of services provided and maintaining an efficient system for the group wait list and interview process.

Evaluation:

- Assure that therapists meet direct service requirements.
- Assure program goals and outcome measures are met.

Additional Responsibilities:

- Attend and participate in departmental, organization-wide and other meetings.
- Actively nurture working relationships with community resource and partners through networking and education to facilitate the utilization of CRCC's Services.
- Participate in management team meetings to learn about and carry our agency priorities.
- Act in the best interest of the organization, reflecting the values of teamwork, collaboration and mutual respect.
- Perform other duties as needed or directed.

Qualifications:

Experience:

- 5+ years direct clinical service with survivors of sexual violence required.
- 2 + years of experience providing clinical supervision.

Must have experience managing programs, knowledge of CARF standards preferred

Education/Training:

Master's degree in Social Work or Counseling, with valid OH license (LISW-S, LPCC-S).

No phone calls, please.

Cleveland Rape Crisis Center is dedicated to building a culturally diverse and pluralistic staff committed to teaching and working in a multicultural environment. Qualified applicants will

receive consideration for employment and will not be discriminated against based on race, color, religion, sex, sexual orientation, gender identity/expression, national origin, disability status, protected veteran status, or any other characteristic protected by law.