



CLINICAL MANAGER FOR SERVICES FOR SURVIVORS JOB DESCRIPTION

Job Title:	Clinical Manager for Services for Survivors (CMSS)
Department:	Programs and Survivor Services
Salary:	\$60,000 - \$70,000
Reports To:	Director of Programs and Survivor Services
FLSA Status:	Exempt

Organization Summary: WINGS is a non-profit organization whose mission is to break the cycle and heal the wounds of childhood sexual abuse by providing education, advocacy and support to adult survivors, loved ones, providers and the community. We're ushering in the day when *all* survivors and their supporters have the resources they need to speak about, heal from and thrive beyond childhood sexual abuse trauma.

Our Guiding Principles: Inclusivity | Confidentiality | Empowerment | Resilience | Voice | Self-care | Accountability | Advocacy

Position Summary: WINGS seeks a grounded, skilled, caring and conscientious LCSW to serve as full-time **Clinical Manager of our Services for Survivors** programming, consisting of confidential phone consultations, qualified therapist referrals and therapist-facilitated support groups for adult survivors of childhood sexual abuse and their loved ones. **Please note: You will not provide counseling or therapy in this role – this is a full-time management position.**

Are you a seasoned clinician skilled in serving clients who are adult survivors of childhood sexual abuse? Do you prioritize trauma-informed care, resiliency-based approaches, and do you model these both for clients and other professionals in the field? Do you have experience managing, supervising, and mentoring clinicians to be the best they can be? Do you have experience working in a collaborative team/agency environment, working to manage practitioners to implement best-practice standards of care? Do you have experience helping victims' service agencies prioritize client-centered, data-driven programs and systems improvements?

If yes, you are WINGS' dream candidate! You will be responsible for managing designated clinical related functions for the organization, including WINGS' trauma-informed clinical training program, oversight of supervising WINGS' volunteer student and licensed therapist facilitated support groups (currently 17 co-facilitated groups across the Front Range). You will provide monthly supervision to approximately 25-35 volunteer student and licensed therapist facilitators. You will perform a variety of duties including overseeing recruiting, interviewing, onboarding, training, and assisting core program volunteers and contract staff (i.e. undergraduate and graduate students, clinicians on a path to licensure and WINGS' support group member alumni) in core program roles and duties. You will oversee all aspects of support groups, facilitators, survivor support, referrals, intake, and provide clinical input and expertise to the executive team.

Additionally, you will help inform the design and implementation of new volunteer training programs that prepare survivors in advanced stages of healing to provide peer support to survivors at earlier stages of healing, from a clinical perspective. These volunteer opportunities will be new to survivor graduates of WINGS' support group program.

As the CMSS, you will have exceptional boundaries and ethics, model clear, compassionate, trauma-informed, culturally responsive and inclusive communication to program volunteers, contractors and all audiences. You will foster transparency and accountability in data tracking of all staff and volunteer-performed duties. *This

position provides clinical oversight and may periodically assist with facilitation of support groups for training purposes but will not provide therapy to clients.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned.

1. Under direction of the Director of Programs & Survivor Services (DPSS), provide clinical feedback and oversight for WINGS' therapist facilitated support groups for adult survivors of child sexual abuse. Make recommendations for protocols and procedures to ensure efficient and safe continuity of care.
2. Oversee and manage group facilitators with a blend of licensed clinicians, license eligible clinicians and masters level students.
3. Provide monthly clinical supervision and/or consultation, coaching and support to support group facilitators and staff.
4. Manage recruitment strategy for volunteer and contract staff for core program roles and duties, including managing relationships with key university and community partners, with a focus on inclusivity and reaching diverse populations.
5. Provide clinical and programmatic oversight and management of staff and daily operations of support groups, model fidelity, support group facilitators, intake, reporting, documentation, etc.
6. Oversee intake support staff to optimize the client experience and coordinate with support group function.
7. Oversee referrals to individual therapists and application process for qualified providers.
8. Oversee additional intern support needed for other key program areas.
9. Under direction of the DPSS, set and implement goals for engaging WINGS' support group alumni into volunteer offerings that will support survivors in different stages of healing, increasing access to services.
10. Schedule and lead clinical trainings, supervise volunteers and provide coaching and mentoring to staff and volunteers in key roles.
11. Collect all necessary paperwork and maintain in database (Salesforce).
12. Oversee and ensure all data is tracked appropriately
13. Attend staff meetings and trainings including an annual board and staff planning retreat.
14. Respond to victims of childhood sexual assault in a compassionate, supportive way.
15. Work collaboratively with WINGS team members on program coordination and reporting duties.
16. Present clinical trainings on WINGS' programming to professional audiences, as needed.
17. Oversee training and continuing education of group facilitators regarding professional boundaries and ethics, group dynamics, group structure, childhood sexual abuse survivor issues, etc.
18. Answer questions and respond to urgent needs of WINGS staff and facilitators related to group process, ethics, and professional standards; Notify DPSS and any other clinical or program staff of any issues requiring attention that arise in supervision.
19. Provide crisis management and intervention to support WINGS members and facilitators.
20. Foster transparent communication with all program staff and volunteers in alignment with organization direction.

OTHER DUTIES:

1. Other duties as assigned.

Competencies: To perform the job successfully, an individual should demonstrate the following.

Content Knowledge: Specific knowledge of child sexual abuse dynamics required. Knowledge of trauma informed care for clients, required. Proven capacity to learn, understand and communicate these complex issues. Knowledge of gender based and sexual/domestic violence a plus. Awareness of and sensitivity to cultural, ethnic, racial, gender and gender identity, sexual orientation, and socioeconomic differences.

Communications - Exhibits excellent listening and verbal communications skills. Exhibits excellent writing skills. Keeps others adequately informed. Selects and uses appropriate communication methods. Excellent presentation and public speaking skills. People oriented.

Continuous Learning - Assesses own strengths and weaknesses. Pursues training and development opportunities. Seeks feedback to improve performance and takes direction openly. Shares expertise with

others. Strives to continuously build knowledge and skills. Excellent ability to learn and understand new developments and current trends in the non-profit world, as well as the world of sexual violence, nation-wide

Customer Service - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service. Ability to initiate and build relationships with survivors, service providers, donors and the community at large. Team player with a passion for innovation and being part of team to achieve transformational growth.

Dependability - Commits to doing the best job possible. Follows instruction. Keeps commitments. Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Takes responsibility for own actions.

Planning & Organization - Integrates changes smoothly. Provides organizational structure and planning for staff and volunteers supervised by the position. Assists staff with integrating organizational change. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

Quality – Provides quality work products. Fosters quality focus in others. Improves processes. Measures key outcomes. Sets clear quality requirements. Solicits and applies customer feedback.

Use of Technology - Good working knowledge of Microsoft Office (Word and Excel) and general database knowledge required. Salesforce database preferred (training will be required if applicant has not used salesforce). Knowledge and experience using online technology and social media preferred. Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.

Education/Experience: MSW and currently licensed as an LCSW, required. At least 5 years clinical experience that includes serving adult survivors of childhood sexual abuse. At least 3 years supervising clinicians. Experience supervising volunteers and students a plus. Must have experience working as a paid staff in an agency setting.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Generally, works in the office; therefore, the noise level in the work environment is usually moderate. The employee may occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and distance vision. While performing the duties of this job, the employee is regularly required to sit and talk and hear. The employee is occasionally required to stand, walk, climb or balance and stoop, kneel, crouch, or crawl.

The employee is frequently required to travel throughout the region and occasionally be available to work a flexible schedule including weekends and evenings.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

Salary and Benefits:

Competitive salary commensurate with experience, plus a comprehensive benefits package offering: Vacation and Holiday Pay, Medical, Dental, Vision, Life, voluntary Short-Term and Long-Term disability; FSA program, flexible work schedule, and 401k program with up to 3% employer match.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

To Apply:

Please send your resume and cover letter answering the four questions below with salary requirements to lori.frasco@wingsfound.org. **NOTE:** Please send your cover letter and resume as one document. Not following instructions will result in disqualification in being considered for this position. Posting will close at 5 pm on September 30, 2019.

- 1) What would your greatest hopes be, if selected for this position?
- 2) What combination of skills, experience and attitude make you prepared for this role?
- 3) What would success look like for you, if you were in this position?
- 4) What type of support would be helpful to you to achieve this success?