



Job Description

WTLC is an equal opportunity employer

Job Title	Director of Clinical Services
Reports To	Chief Executive Officer
FLSA	Full-Time; Exempt

ABOUT WTLC

Women's Transitional Living Center (WTLC) was founded in 1976, making WTLC the oldest domestic violence service provider in Orange County and third oldest in the nation. With a vision of ending the cycle of violence, our mission is to help individuals and families escape the depths of domestic violence and exploitation. To do so, WTLC provides the tools and resources to build self-esteem and empower people for independent living.

WTLC is committed to serving all survivors of domestic violence and human trafficking, including women, men, and families. We accept populations that would normally struggle to find help including re-entry survivors coming out of the prison system, survivors with alcohol and drug addiction, and the underserved population. The Director of Clinical Services provides leadership and oversight of WTLC's clinical programs.

DUTIES AND RESPONSIBILITIES

Staff Supervision:

- Supervise direct reports and any other staff/interns deemed relevant
- Ensure clinical staff and interns meet all licensing and training requirements
- Provide direction, support, and guidance regarding clinical service programs and performance expectations to all staff and interns; troubleshoot issues as necessary to ensure consistent quality of service to clients
- Oversee the hiring of clinical staff with collaboration with the CEO; develop strategic staffing plans to achieve organizational goals
- Conduct personnel reviews, develop performance goals; monitor/evaluate job performance on a regular basis
- Continue to enhance the training for all clinical staff including, but not limited to: developing operating policies and procedures, developing staff professional development, increasing staff knowledge, and etc.

Program Management and Compliance:

- Responsible for developing, reviewing, maintaining, and communicating all clinical program policies and procedures; oversee on-going program enhancement
- Ensure regular review of clinical client files; ensure that guidance and feedback is provided to clinical team
- Provide regularly-scheduled status report to the CEO, as directed

- Ensure that all clinical services comply with WTLC and NASW ethics; review compliance on an on-going basis; communicate compliance standards to staff
- Practice evidence-based interventions and clinical techniques and participate in continuing education to stay abreast of current and new practices
- Work with program staff to review service outcomes, measurement methods, data gathering and reporting, program evaluations, and report preparation
- Monitor quality assurance of data entry
- Establish and maintain effective collaborative relationships with other nonprofits, government agencies, and community members

Other:

- Serve as a member of WTLC's leadership team; collaborate with other leadership team members to ensure all WTLC services are aligned appropriately to support the needs of participants
- Be available to take on-call supervisor shifts (after-hours and overnight)
- Participate in staff meetings, conferences, and other meetings as needed
- Other duties may be assigned

QUALIFICATIONS

- Master's degree in Social Work and current LCSW license in the state of California and approved by the CA Board of Social Work to provide clinical supervision for counseling staff seeking licensure
- Minimum three (3) years of professional program management experience in the social services sector
- Experience in program design, development, and evaluation
- 40-Hour Domestic Violence Training Certified
- Strong written and oral communications skills and effective networking skills
- Experience in delivering services within a trauma-informed setting
- Has not been a recipient of WTLC services for at least three (3) years
- Possession of a current and valid California driver's license, a car, liability insurance which meets California State minimum requirements and an acceptable driving record
- Successful completion of a pre-employment background check

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Alternate work schedule (4/10) or regular (5/8) schedule, required to be flexible to work evenings and weekends, as needed. Regularly required to sit and use hands and fingers; intact vision abilities required. Occasionally required to lift and/or move heavy objects.

To be considered for this position, please email a cover letter, resume, and salary requirement to wtlccontroller@WTLC.org with "WTLC Director of Clinical Services" in the subject line. No phone calls please.

For more information on WTLC, please visit our website at www.WTLC.org.