



Clinical Services Manager Job Description

WTLC is an Equal Opportunity Employer

Job Title	Clinical Services Manager	
Reports To	Chief Programs Officer	
FLSA	Exempt: Full-Time	Rate: \$64,000 - \$70,000 Annually

AGENCY OVERVIEW

Founded in 1976, WTLC is the oldest domestic violence program in Orange County and the third oldest in the nation. Originally established as an emergency shelter, WTLC has since evolved into a multiservice organization dedicated to ending the cycle of violence through a trauma-informed, survivor-driven approach. Today, we are equipped to respond to the nuanced needs of survivors of both domestic violence and human trafficking, and we continue our tradition of evolving to meet their needs through the constant pursuit of innovative programs and evidence-based best practices.

Our programs fall under three major categories: Bridge Housing, Supportive Services, and Community Education and Advocacy. Through our three-fold approach, WTLC strives to meet the needs of survivors of any gender, their children, and survivors often not served by other programs. Uniquely tailored to the needs of survivors and their families, our programs rooted in the understanding that there is no one-size-fits-all approach to safety, recovery, and self-sufficiency.

POSITION SUMMARY

Under the direction of the Chief Program Officer, the Clinical Services Manager is responsible for the management of the organization's clinical services. This position works as an integral part of WTLC's clinical department and ensures that appropriate therapeutic intervention models are being utilized within a trauma-informed care framework. Additionally, this position may provide individual and group counseling to participants and provides clinical supervision to MSW interns.

QUALIFICATIONS

- Degree in Master of Social Work (MSW) for at least 2 years.
- Minimum 1-year supervisory experience
- An active LCSW, LMFT, or PhD license preferred.
- Bilingual in one of Orange County Threshold Language preferred: Spanish, Vietnamese, Korean, Arabic or Farsi.
- Knowledge of issues that affect survivors of domestic violence and their families.
- Supervisory skills and ability to work with para-professionals, clinical staff, and interns.

- Experience serving diverse communities.
- Knowledge of clinical diagnostic methods and principles, various modalities of psychotherapy and counseling, and abnormal psychology, as well as alternative modalities.
- Experience in, or knowledge of, crisis intervention and survivor-driven advocacy.
- Effective oral and written communication skills.
- Excellent public speaking skills and ability to provide education and training to diverse groups.
- Excellent organizational skills.
- Ability to work independently and within a team.
- Adaptability and flexibility while working in a dynamic work environment.
- California State 40-Hour Domestic Violence and Human Trafficking Training Certified.
- Has not been a resident of WTLC or any other domestic violence shelter for three 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.
- Possession of a working mobile phone with calling and data plan.
- Successful completion of a pre-employment background check.
- Positive representation of WTLC within the community.
- Leadership and positive representation of WTLC within the community.

DUTIES AND RESPONSIBILITIES

- Recruit, train, and supervise clinical advocates
- Review counseling intakes, assign counselors, and track participant distribution.
- Assist the Chief Program Officer to address requests for records, support letters, and verification of services.
- Support the Chief Program Officer to ensure that clinical services meet appropriate standards, grant conditions, and other requirements.
- Review and monitor counseling files and progress reports.
- Provide individual and group counseling to participants as needed.
- Provide clinical and non-clinical supervision to staff and interns.
- Interface with other departments (Legal, Housing, Community) to ensure program cohesion and proper support is provided to all participants.
- Assist the Chief Program Officer to develop and maintain counseling forms and tracking systems.
- Assist in developing Counseling Services policies, procedures, and protocols.
- Provide professional development trainings agency-side.
- Manage concerns relating to coverage, productivity, and workload expectations.
- Function as a Field Instructor with MSW and MFT programs. Serve as the point of contact with partnering schools for intern recruitment.
- Provide management for daily operations of the counseling program.
- Maintain documentation, client files, and statistics as required.
- Manage participant and evaluation/outcomes tracking.
- Maintain relationships with outside agencies; attend appropriate meetings.

- Provide crisis support to other staff as needed.
- Refer participants to community resources and advocate directly with other agencies as needed to support participants with services.
- Complete and maintain participant records that document services provided; input data entry into database (Apricot) in a timely manner.
- Work with a diverse population and provide culturally sensitive advocacy.
- Participant in staff meetings, conferences, and other meetings as needed.
- Facilitate various workshops, support groups, and trainings to participants at the Center and other off-site locations.
- Other duties may be assigned

COMPENSATION AND BENEFITS

- This is a full-time, exempt position, with a salary range of \$64,000-\$70,000 annually. Salary offer will be dependent on experience.
- We provide 2 weeks PTO to start which increases over time (3 weeks after 2 years, 4 weeks after 5 years, 5 weeks after 10 years); 2 wellness paid days, 1 civic engagement paid day and 11 paid holidays.
- Alternate work schedule (4 days/ 10 hours) option available.
- Generous benefits including 100% covered in WTLCs sponsored health, dental, vision, and AD&D insurance with Employee Assistance Program; and 403(b) retirement plan with up to 4% match after 1 year.

OUR COMMITMENT TO DIVERSITY AND INCLUSION

At WTLC, we believe outstanding people are the key to our success. We value a diverse and inclusive workplace, and strongly encourage people of color, LBTQIA+ individuals, gender non-conforming individuals, and formerly incarcerated people to apply.

As an equal opportunity employer, we recruit and hire with the understanding of systemic oppression and lived reality of people with marginalized identities. We also recruit and hire without regard to race, national origin, religion, gender, gender identity, sexual orientation, disability, marital status, veteran status, or age.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Alternate work schedule (4/10) or regular (5/8) schedule, 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 and resume to careers@wtlc.org with “Clinical Services Manager” in the subject line. No phone calls please.

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