



_____ Staff Signature	_____ Date
--------------------------	---------------

TITLE: Manager, Counseling Services
CLASSIFICATION: Regular, FT, Non-exempt
FUNDING: Grant dependent

SUPERVISOR: VP, Programs
DEPARTMENT: Programs

ESSENTIAL FUNCTION: Oversee trauma-informed counseling services including individual, couples, family and group services.

DUTIES AND RESPONSIBILITIES:

- Provide non-clinical supervision to direct service team members. This includes, but is not limited to, hiring, training, evaluating team members; approving leave requests; exploring policy questions/conflicts; and resolving ethical dilemmas.
- Provide clinical services, including individual, couples, group, and family counseling, according to established psychological principles and in a manner that empowers clients in their healing process.
- Provide hotline, intake, crisis intervention, advocacy and case management services in-person and on the hotline, informally assessing for emotional, physical, social, and educational needs of clients, formulating individualized service plans.
- Support counselors and interns through professional development and self-care.
- Plan and facilitate program meetings, trainings and consultation.
- Plan, develop, and implement formal and organized counseling services and programs based on specialized client populations.
- Remain current on all clinical modalities and evidence based practices.
- Participate in developing, justifying and executing the annual budgets for counseling program.
- Coordinate clinical intern affiliations with local universities, ensuring contracts are current and interns are appropriately supervised.
- Participate in the development and implementation of a performance improvement method, inclusive of process improvement, to evaluate and advance performance results. Report results timely and accordingly.
- Maintain caseload of 5-15 counseling clients dependent upon organizational needs.
- Aid in grant writing, data collection and reporting as necessary.
- Collaborate with direct service managers to coordinate and support the provision of direct services including, but not limited to attending meetings.
- Support and develop, as needed, healthy organizational culture efforts.
- Act as a liaison with community partners, including SART, and obtain additional partners as required.
- Ensure all program services remain available and accessible to clients, and that services are utilized to the maximum extent possible, as well as making sure clients' needs are met in an appropriate, non-discriminatory manner.
- Assist in implementation of the agency's strategic plan. This includes managing eligibility screenings and wait lists, assessing community and client needs, monitoring outcomes, and developing/suggesting changes to the service offering.
- Provide clinical expertise to other team members and distribute information about working with survivors of trauma.
- Cover on-call rotation, responding to survivors in community settings such as hospitals, law enforcement agencies and other social service organizations.
- Maintain communication with others and work to fulfill the agency's mission, vision and philosophy. This includes attending regularly scheduled team meetings.



Staff Signature	Date
-----------------	------

- Recognize personal emotions, thoughts and values and how they influence behavior, managing their effects on service provision.
- Report any incident of child or elder abuse to the appropriate Hope Alliance team members.
- Assist with the collection and maintenance of data for statistical and programming purposes.
- Assist with recruitment, training, and engagement of volunteers and interns as well as community education efforts.
- Perform other duties as approved and assigned by VP of Programs.

QUALIFICATIONS AND EDUCATION:

- Master's degree in Social Work or related field and licensed to practice in the State of Texas.
- Two years of experience providing victim services to adults and children, with demonstrated ability to respond to individuals in crises and maintain confidentiality.
- Three years of experience supervising staff.
- Familiarity with the network of social services including children's services, benefit providers, mental health, and criminal justice agencies in the Williamson County area.
- Must be able to successfully complete the agency-provided State Certification Training, during evening and weekend hours, within 90 days of hire date, and successfully complete a written exam and skills assessment designed to evaluate the special knowledge and skills required for continued certification.
- Must be able to maintain State Certification by documenting annually: six hours of continuing education and the provision of 100 hours of direct services at minimum.
- Experience prioritizing independently, managing multiple and sometimes competing tasks, and meeting deadlines and desired outcomes.
- Experience working with allies and partners, such as law enforcement.
- Adequate personal health, social maturity, emotional stability and effective stress management skills.
- Sensitivity to varying cultural, ethnic, and social backgrounds, values, attitudes, and languages, as well as tact, poise, professionalism, diplomacy, teamwork, humor, and ability to interact with people from all walks of life.
- Computer proficiency in email and productivity software products.
- Routinely use computer and other office equipment such as phones, fax, printer, and copier.

PHYSICAL REQUIREMENTS:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is typically working in a climate-controlled office environment but sometimes exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

- Normal workday physical activity includes frequent sitting, standing and walking.
- Requires employee to use hands, arms, legs, neck and head while performing tasks.
- Requires occasional twisting at desk when answering phone or keyboarding.
- Requires retrieving files by pulling and pushing cabinet drawers with occasional bending, squatting, kneeling, and reaching above shoulder level.
- Requires frequent data entry into computer keyboard.
- Requires extensive speaking in person and on the telephone with staff and others.
- Requires occasional lifting and/or moving up to 30 pounds.