

**YWCA Northern New Jersey  
Job Description**

**Job Title:** Clinical Director

**Supervisor’s Title:** Director of Programs

**Department:** Healing SPACE

**To Be Completed by Human Resources**

**Job Code:**

**Grade:**

**FLSA Status:** Non-Exempt

**Job Summary**

This position is focused on supporting HealingSPACE at YWCA Bergen County—the only Sexual Violence Resource Center of its kind in the county. Healing SPACE is a safe and welcoming place for survivors of sexual violence, their families and friends. Our 24/7 crisis intervention hotline provides free and confidential assistance, and trained advocates provide counseling and medical and legal accompaniments to survivors. HealingSPACE also offers support groups, volunteer training, sexual violence prevention programming and educational programs for schools and businesses, as well as sponsors activities to raise community awareness about sexual violence.

The Clinical Director, as a member of the Healing Space management team, oversees all operations of the Clinical aspects of the Healing Space program to achieve its goals and mission and to support the overall mission of the YWCA Bergen County.

**Key Responsibilities**

**Program Development**

- Oversees and supports the implementation of the clinical and sexual assault prevention programming and support programs to meet the needs of the community and YWCA priorities.
- Develops written objectives, work plans and performance standards for self and all staff, (with assistance from immediate supervisor), to guide the work of healingSPACE

**Oversight of All Clinical & Community Services Delivered by healingSPACE**

- Provide supervision to Confidential Sexual Violence Advocates and Healing SPACE clinicians through weekly formal supervision meetings, ad hoc case consultant, and written and verbal monthly case-level reviews.
- Ability and willingness to provide on-going clinical training and professional development to clinical and prevention staff, interns and volunteers.
- Oversees hotline services to ensure they are provided promptly and accurately, and that appropriate protocols are followed.
- Review of synopsis of all hotline calls within 24-48 hours of submission for clinical assessment of potential follow up needs; healing SPACE Hotline Supervisor to highlight time sensitive or urgent cases.
- Volunteer class assessment as to identify candidates’ readiness to graduate to taking hotline calls. Review of class is done with Hotline Supervisor staff.
- Group Supervision for advocates and prevention/outreach staff – including 6x per year with volunteers; additional session as needed with per diem staff.
- Ensures that effective services are provided to clinical support groups, prevention programming, and in one-on-one counseling sessions.
- Ensures that careful records are kept of all services delivered through healingSPACE, client files are accurate and appropriately maintained, and that confidentiality is maintained in compliance

with HIPAA standards and regulations

- Responsible for ensuring that the healingSPACE program meets all legal, local and state requirements.
- Helps to ensure that healingSPACE clinical and prevention services are coordinated with those of other service providers county-wide.
- Group supervisor of all healing SPACE staff on a monthly basis to review cases (admin staff meetings every other week). Interns to attend. During these meetings, programming trends and gaps in service will be identified to strengthen the program and services for the community.
- Clinical in-services for advocates quarterly with topics to include issues identified from hotline call trends and best practice topics. Online trainings may be instituted for summer hours since meetings are hard to schedule. Interns to participate in in-service training.
- Mandatory training sessions for new and existing clinical and prevention staff, and advocates. Offered two times a year in conjunction with volunteer training to address key areas like DCP&P reporting.
- Other support as needed for areas that may come up for staff and volunteers, for example, reactionary issues to MDT SART process.

### **Administration**

- Works collaboratively with the YWCA grant writer to develop funding proposals to raise the funds specified in healingSPACE budget with Program Administrator.
- Evaluates program by measuring impact and progress toward objectives.
- Prepares statistical and other reports, as required by funders and the YWCA.
- Furnishes, prepares, and approves all clinical, outreach, and prevention materials for flyers, brochures, news releases, etc. following YWCA procedures in coordination with the Communications department.

### **Supervision of staff and volunteers**

- Recruits, hires and trains healingSPACE staff and volunteers following guidelines established in the YWCA Personnel Policies and healingSPACE policies.
- Oversees effective and appropriate schedule for the 24-hour hotline, community education, and speaking engagements using staff and volunteers.
- Assigns, supervises and develops staff using one-on-one meetings, regularly scheduled staff meetings, work plans, performance standards and appraisals.
- Provides clinical and programmatic supervision to all staff and volunteers.
- Plans for the involvement of volunteers in healingSPACE services and supports the development of effective committees within healingSPACE.
- Provide quality assurance for clinical and prevention staff and clients through regular monitoring and auditing to ensure contractual and regulatory compliance.
- Ensure that personnel files for the program are properly maintained and kept confidential
- Establish and implement a performance management process for all program staff
- Identify and evaluate the risks associated with program activities and take appropriate action to control the risks

### **Community Involvement**

- Ensures quality and delivery of clinical, educational, and prevention education programs.
- Oversees support to survivors and significant others by ensuring that they are served effectively when calling the hotline, being accompanied, or receiving one-to one counseling services.
- Develops and maintains positive relationships with collaborative partners in the community to ensure coordinated service delivery to sexual assault survivors, including the Prosecutor's Office,

medical providers, and other mental health service providers.

- Represents the YWCA and healingSPACE on community task-forces such as NJCASA, SART Advisory Board and other related groups.

## Qualifications

### Education/Experience:

- 5+ years' experience in the field of sexual violence
- Must be licensed LCSW possessing a Master's Degree in Social Work
- Minimum 3 years of licensure as a LCSW and who has completed at least 20 continuing education credits post-graduate courses related to supervision.
- 3-5 years supervisory experience and a clinical treatment experience in mental health.
- Minimum of 2 years specific experience working with victims of sexual assault or working victim advocacy and victim advocacy services required.
- Successful completion of the Seminar in Field Instruction (SIFI) course strongly preferred
- Bilingual English/Spanish a plus
- Required to have evening availability (after 5pm) a least one evening per week.

### Licensing and/or Certifications:

- Certification in Clinical Supervision for LSW level clinicians
- Relevant, current state licensure LCSW required

### Knowledge:

- Extensive knowledge of sexual violence, sexual violence prevention programming, trauma, systems of oppression and cultural competency.
- Strong analytical skills with demonstrated ability to apply process improvement approach to problem solving
- Ability to create and act with credibility with key leadership and employee populations
- Ability to balance competing priorities and to adapt to changing environment

### Skills and Abilities:

- Strong public speaking skills
- Outreach skills
- Ability to multitask and prioritize workload

### Physical Requirements: N/A

- **Travel, (If applicable)** through county program sites

### Core Competencies

- Acts in accordance with YWCA Bergen County & Healing SPACE Mission.
- Organizational skills
- Bilingual or ability to speak multiple languages is strongly preferred
- Knowledge of county processes & resources
- Collaborative work style
- Empathy when interacting with all people and ability to put others needs first
- Relationship building skills
- Behave Ethically: Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization
- Build Relationships: Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Creativity/Innovation: Develop new and unique ways to improve operations of the organization and to create new opportunities.
- Focus on Client Needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Lead: Positively influence others to achieve results that are in the best interest of the organization.
- Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- Plan: Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

### Additional Comments (if applicable)

*Must embrace the mission and values of the YWCA, have a strong customer focus, and the ability to work with a multi-generational, diverse workforce and membership.*

*This job description is not intended to be an exhaustive list of all responsibilities, duties and skills required to perform this job, the rather describes the essential functions/responsibilities of the job. Other duties may be assigned as required.*

**Please submit a resume to: [Ywjobopportunities@ywcabergencounty.org](mailto:Ywjobopportunities@ywcabergencounty.org)**

