

**HAVEN HILLS, INC.**  
**POSITION DESCRIPTION**

**Position:** Clinical Sr. Manager

**Hours:** Full-Time / Exempt (40 hours/week)

**Reports to:** Director of Programs & Compliance

**Annual Salary Range:** \$80,000 - \$95,000 annually

**Benefits:** Medical, Dental and Vision, 401(k), Paid holidays, sick, and vacation benefits+

**RESPONSIBILITIES AND DUTIES:** The Clinical Sr. Manager reports to the Director of Programs and Compliance. Primary responsibilities include supervising up to ten (10) staff and interns who provide direct services such as case management and counseling to survivors of domestic violence. The Clinical Sr. Manager is also responsible for establishing and overseeing an intern program and approving clinical hours towards licensure for interns. The Clinical Sr. Manager will participate in hiring, training, and evaluation of program staff (case managers and peer counselors), assist with client de-escalation as necessary, and provide clinical supervision, consultation, and training to direct reports and interns.

**PRIMARY RESPONSIBILITIES**

- Supervise client services, ensuring comprehensive and quality care is delivered which address client needs.
  - Provide information and support to staff, ensuring staff are modeling empathy and providing holistic, strengths-based services including but not limited to crisis calls, intervention, intakes, assessments, safety plans, service plans, case management, advocacy, and individual and group counseling.
  - Provide weekly supervision for up to 10 case managers and interns, in an individual or group format.
  - Participate in individual client meetings, as necessary.
  - Provide emergency support to program staff, as needed.
  - Participate in client de-escalation meetings and address client grievances, as required.
  - Meet with direct staff to coach and discuss any issues pertaining to their roles and cases; address disciplinary issues as they arise; and draft and conduct annual staff evaluations.
  - Ensure client services are provided in an ethical and legal manner, including timely and appropriate documentation and compliance with agency policies and procedures.
  - Review program and client evaluation questionnaires and provide recommendations as necessary.
  - Work with Residential Program Manager to facilitate weekly staff and case conference meetings to discuss client cases, program updates and issues, and communicate pertinent information for staff to effectively serve clients and complete their duties.
  - Learn and understand service delivery under LA County DPSS Domestic Violence Supportive Services – CalWorks Programs; and Housing First funding resources and principles.
  - Participate in client panel interviews/reviews for shelter entry or extension.
  - Ensure program and client data is entered into various internal and external databases.
  - Assist with monthly/quarterly funder reporting, and other reports as necessary.
  - Participate in On-Call rotation.

- Participate in internal meetings and special projects as requested.
- Staff and Intern Training and Development
  - Facilitate individual or group wellness counseling to support staff and interns; discuss topics such as vicarious trauma, establishing and maintaining client boundaries, and other principles and methods to ensure staff preserve a healthy work life balance to prevent “burn-out”.
  - Identify staff training needs and assist with training facilitation or coordinating external presenters.
  - Develop an annual training calendar for staff, interns, and volunteers.
  - Participate in annual staff and intern evaluations to measure progress.
- Develop and oversee a Clinical Internship program that provides Clinical Interns with experience, knowledge, and training in providing counseling and case management services to survivors of domestic violence.
  - Maintain existing and develop relationships with local universities and programs for intern recruitment.
  - Review applications, facilitate interviews and select appropriate candidates.
  - Train interns on internal and best practices in providing counseling, safety planning, case management, and supportive services to survivors of domestic violence.
  - Learn and understand internal programs, policies, and procedures that impact client care, including confidentiality, available services, financial support, and eligibility requirements.
  - Regularly provide clinical and professional feedback; and support with identifying client strengths, needs, barriers, risks, and identify community resources and referrals.
  - Respond to clinical emergencies and guide interns through challenging client issues.
  - Provide weekly clinical supervision to interns and complete required documentation, reporting, evaluations, and approval of intern hours of experience toward licensure.
  - Maintain up-to-date knowledge of research and practice in the field of psychology and psychotherapy with an emphasis in the field of domestic violence services and related laws in California.
  - Maintain knowledge of laws that govern clinical licensure as L.C.S.W., M.F.T., psychologist etc. in the state of California.

Other related duties as assigned.

#### MINIMUM QUALIFICATIONS

- **Bilingual in Spanish required.**
- Licensed Clinical Social Worker (LCSW) preferred; and Master’s degree in human services, psychology, or behavioral sciences field from an accredited school.
- As a condition of employment, current licensure with the California Board of Behavioral Sciences
- Crisis intervention and crisis setting experience desirable.
- Excellent organizational and communication skills and be able to multi-task in crisis environment.
- Ability to speak and write effectively.
- Highly effective in working objectively with a diverse group of clients and staff.

- (BBS) (LCSW preferred or LMFT) is required and must always maintain licensure in good standing.
- Must be qualified to provide clinical supervision and approve intern hours of experience toward licensure.
- A minimum of one-year clinical supervision experience. A minimum of 3 years' experience in individual, family, or child counseling.
- Knowledge and/or previous experience supervising and providing clinical services to victims/survivors of domestic violence, child abuse, family violence, or other forms of trauma and abuse.
- Experience in the field of domestic violence or an understanding of the dynamics of an abusive relationship and its impact on the individual and society.
- State mandated 40-hour domestic violence advocate training certificate required, or completion within three months of hire.
- Must be comfortable working in non-traditional or shelter setting; must be flexible, open-minded, adaptable, and able to work independently.
- Must be computer literate, familiar with Microsoft Outlook, Word, and Excel
- Must undergo fingerprinting/background check, TB testing, and drug testing, as required.
- Haven Hills, Inc. requires its employees to be vaccinated against COVID-19, subject to certain exceptions as required by law. All employees may also be required to adhere to additional masking and social distancing requirements.
- Must have a valid California driver's license, insurance, and an automobile that may be used during working hours.

**Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer.
- At times may be required to lift up to 10 pounds.
- May be required to use stairs to access second floor of facility.
- Required to express or exchange ideas by means of spoken word to impart oral information to clients or the public and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.
- Driving may be required.

**Equal Opportunity Employer:** Haven Hills, Inc. is an equal opportunity employer and does not discriminate based on age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), sexual orientation, or any protected class as defined by California and federal law."

**American with Disabilities Act/Fair Employment and Housing Act Compliance Information:** To comply with the Americans with Disabilities Act, the Fair Employment and Housing Act and other applicable laws ensuring equal employment opportunities to qualified individuals with a disability, reasonable accommodations are made for the known physical or mental limitations of an otherwise qualified individual with a disability unless such accommodations create an undue hardship on Haven Hills.

**At-Will:** This position is at-will, meaning that you or the employer may terminate at any time.

**Haven Hills offers a comprehensive benefits package to its full-time employees working 40 hours or more per week. Employees meeting the full-time eligibility requirement may participate in the following:**

<ul style="list-style-type: none"> <li>• Medical Coverage – Partially sponsored by Employer. <ul style="list-style-type: none"> <li>○ Blue Shield of California</li> <li>○ Kaiser Permanente</li> <li>○ United Healthcare</li> </ul> </li> <li>• Dental and Vision – Partially sponsored by Employer. <ul style="list-style-type: none"> <li>○ United Healthcare Dental</li> <li>○ Vision Service Plan (VSP)</li> </ul> </li> <li>• Health Care Flexible Spending Account Plan (Health Care FSA) available</li> </ul>	<ul style="list-style-type: none"> <li>• Group Life and Accidental Death &amp; Dismemberment (AD&amp;D) – Fully sponsored by Employer.</li> <li>• Voluntary Group Life and Accidental Death &amp; Dismemberment (AD&amp;D) and Short/Long-Term Disability Insurance options available</li> <li>• 401(k) Retirement Plan with employer match</li> <li>• OTHER: Workplace Perks Benefits (discount program) and Flexible Work Schedule.</li> </ul>
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