

## **Artemis Center**

### **Job Title: Clinical Program Director (Administrative Exemption)**

Reports to: Executive Director

Positions Supervising: Adult Program Coordinator, Advocacy and Therapy Staff

### **Responsibility Areas:**

Supervision	Client Services
Program Management	General Agency Duties

**Minimum Qualifications:** Master's degree in Social Work or related field, LISW strongly preferred. Masters degree in related area required plus five years experience in domestic violence field.

### **Professional Standards**

All services are provided in a manner which is consistent with agency philosophy, which empowers clients, avoids judgment and victim-blaming, and is coordinated with other community systems. All performance, with respect to clients and colleagues - both within and outside of the agency - is conducted in a manner which affirms the value of diversity and which is respectful of others in regards to gender, class, race, ethnicity, ability, religion/spirituality, and sexual orientation. All employees participate in the establishment of individualized annual goals and objectives.

#### **I. Core Competencies**

- Strong communication skills
- Building strategic working relationships/collaboration
- Coaching
- Client Focus
- Creative problem solving and decision making
- Managing conflict and stress
- Planning, organization, and time management
- Technical/Professional knowledge and skills
- Work standards/Quality orientation
- Leading through vision and values
- Courage, resilience
- Dynamic, passionate for the mission, motivational

- Empathy
- Open, available
- Tuned into things politically,
- Flexible, sense of humor
- Leadership – internal visibility

**II.**

**II. SUPERVISION (All duties specific to positions supervised).**

**A. Clinical**

1. Conducts supervision with staff to review progress in goals and projects, monitor personnel management, review cases and facilitate case reviews and clinical staff meetings in conjunction with other clinical supervisors.
2. Directs the management of client records, indexes, and other client information.
3. Provides clinical supervision of assigned student interns/direct service volunteers.
4. Reviews and signs case documentation as appropriate.
5. Identifies training needs of current staff and offers appropriate learning opportunities through seminars, readings, and other media.
6. Provides unscheduled supervision and emergency case management as needed by any clinical staff.
7. Monitors staff performance in terms of quantity and quality of client service.
8. Provides support, coaching, training, feedback, redirection and positive reinforcement to supervisees.

**B. General**

9. Identifies and communicates performance problems to supervisees as appropriate, utilizing corrective supervision, per procedure.
10. Supervises the general performance of staff, related to general agency duties.

11. Interviews and completes hiring of new staff.
12. Assists with coordination of new employee orientation and training.
13. Coordinates with Volunteer Coordinator the assignment of student interns and direct service volunteers.
14. Conducts employee evaluations. Notifies the Executive Director of any significant performance issues.
15. Follows constructive, progressive disciplinary procedure per policy as needed.
16. Facilitates conflict management between supervisees and other staff members.

**III. PROGRAM MANAGEMENT**

1. Assures that program services are optimally designed to meet the needs of victims of domestic violence and their children, in accordance with the Artemis Center mission and strategic plan.
2. Develops and changes policies and procedures of the program, in coordination with the other clinical supervisors, based on client and agency needs.
3. Develops and monitors staff schedules and assures optimal client care.
4. Develops, maintains, and updates effective assessment and outcome tools for clients served, in coordination with the other clinical supervisors, and assists with the compilation and analysis of information.
5. Assists with development and writing of grant proposals.
6. Reviews service statistics on at least a monthly basis.
7. Assists with public relations regarding grants, funding, and fund-raising, as needed.
8. Participates in agency management team meetings.

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9. Develops educational resources related to client services.
10. Assists with the development of positive public relations with other service systems, in coordination with other supervisors.
11. Assures programmatic compliance with grants and assures that grants are billed out appropriately.
12. Prepares reports to funders of services supervised.
13. Develops and modifies client services database. Communicates regularly with staff that performs data entry.
14. Serves on community task force groups as representative of Artemis Center clinical services.
15. Leads program evaluation efforts.
16. In consultation with the Executive Director, develops Clinical Program Director position as appropriate.

### **IV. CLIENT SERVICES** (The following client services are provided on an emergency and fill-in basis.)

1. Provides crisis intervention to clients on the hotline and in person on an emergency basis.
2. Makes appropriate assessment of batterer and victim lethality, assists client with safety planning and provides information and referrals with each client as appropriate.
3. Educates each client about benefits, procedures, and resources related to the Ohio Domestic Violence Law, including how to utilize law enforcement and file Crime Victim's Compensation claims.
4. Accompanies clients to court proceedings to provide information, advocacy, and support and safety, on an emergency basis.

5. Facilitates educational and/or support groups for clients as assigned.
6. Networks with outside community agencies to coordinate and ensure delivery of services.
7. Maintains strict client confidentiality, provides services with a client-centered approach, and according to the ethical standards of NASW and AACD, and other applicable standards dictated by profession and/or license, and practices within the scope of personal limits and expertise.
8. Provides services in a manner demonstrating knowledge, sensitivity, respect and competency with clients from a wide range of demographic, religious, and cultural identities.
9. Documents all client contacts in client files, within the same day as service provided.
10. Completes and submits accurate statistics of services rendered on a regular basis, as directed by statistics procedures.

**V. GENERAL AGENCY DUTIES**

1. Follows agency procedures to post schedules, and arrives for work as scheduled.
2. Records all client appointments and meetings in Outlook calendar.
3. Participates in staff meetings.
4. Participates in training and development opportunities provided by the agency.
5. Participates in training of volunteers/interns.
6. Provides supervision, support, and evaluation of volunteer and interns assigned to clinical duties, including verification of observation logs.
7. In consultation with the Executive Director, review on-going process of evaluation and revising policies, procedures, and clinical forms.

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8. Participates in Family Violence Collaborative committees and activities as assigned.
9. Promotes positive image of Artemis, its mission, and its services; works to build positive working relationships with community agencies, funders, courts and organizations.
10. Assists with community presentations, in-services, and media exposure as assigned.
11. Engages in ethical communication.
12. Works cooperatively with volunteers, interns, colleagues, and supervisors.
13. Maintains information in office in orderly fashion that is usable to colleagues.
14. Manages schedule to balance workload and effectively uses time during less active periods.
15. Knows personal limitations and communicates them with a supervisor before they interfere with performance.
16. Accurately documents mileage on monthly transportation log.
17. Maintains access to reliable transportation; maintains insurance on vehicle used for duties.
18. Performs other duties as assigned.