

## Artemis Center

### **Job Title: Clinical Supervisor**

Reports to: Executive Director

Positions Supervising: Advocates and evening Hotline Advocates,  
as determined by management

### **Responsibility Areas:**

|                    |                       |                     |
|--------------------|-----------------------|---------------------|
| Supervision        | Client Services       | Community Relations |
| Project Management | General Agency Duties |                     |

**Minimum Requirements:** Bachelor and Master's degree in social science field (ex. social work, psychology, counseling, criminal justice, women's studies, or related field). Two years' experience working as domestic violence advocate required. 5+ years of experience working in domestic violence field may be substituted for Master's degree.

### **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. All employees must exercise the ability to work with individuals of different backgrounds and act as a role model in using non-violent behavior in resolving conflict, as well as possess flexibility, mature judgment, and competency in emergency situations.

### **I. Core Competencies**

1. Flexibility
2. Building strategic working relationships/collaboration
3. Building a successful team
4. Coaching
5. Client Focus
6. Creative problem solving
7. Managing conflict
8. Planning, organization, and time management
9. Safety awareness
10. Stress tolerance
11. Technical/Professional knowledge and skills
12. Work standards/Quality orientation
13. Decision making
14. Leading through vision and values

15. Information monitoring

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

**Clinical**

1. Conducts clinical supervision with staff to review all cases, including facilitating 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. Coordinates with Clinical Program Director the assignment of student interns and direct service volunteers.
4. Provides training to and clinical supervision of student interns/direct service volunteers and advocates.
5. Reviews and signs case documentation as appropriate.
6. Identifies training needs of current staff.
7. Provides unscheduled supervision and emergency case management as needed by any clinical staff.
8. Monitors staff performance in terms of quantity and quality of client service.
9. Provides support, coaching, feedback, redirection, and positive reinforcement to supervisees.

**General**

1. Identifies and communicates performance problems to supervisees as appropriate, utilizing corrective supervision, per procedure.
2. Supervises the overall performance of staff, related to general agency and clinical duties.
3. Interviews and makes hiring recommendations for new staff.
4. Coordinates new employee orientation and training.
5. Conducts employee evaluations.
6. Facilitates conflict management between supervisees and other staff members.

**III. PROJECT MANAGEMENT**

## Clinical Supervisor: Position Description

1. Develops and changes policies and procedures of advocacy projects, in coordination with the Clinical Program Director, based on client and agency needs.
2. Develops and monitors staff schedules and assures optimal client care.
3. Develops, maintains, and updates effective assessment and outcome tools for clients served, in coordination with the other clinical supervisors.
4. Reviews service statistics on at least a quarterly basis.
5. Participates in agency management team meetings.
6. Assists with the development of positive public relations with other service systems, in coordination with the other clinical staff.
7. Assists Clinical Program Director to ensure programmatic compliance with grants.
9. Consults with the Clinical Program Director, to develop Clinical Services program 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.

## Clinical Supervisor: Position Description

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, in accordance with agency documentation guidelines.
10. Completes and submits accurate statistics of services rendered on a regular basis, as directed by statistics procedures.
11. Provides limited on-going supportive services to clients.
12. Empowers clients to problem solve; serves as advocate for clients as needed.
13. Participates actively in supervision, keeping supervisor informed of challenging and/or ongoing cases.
14. Completes post assessment evaluation on all cases in which ongoing services are offered.

## **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 agency calendar.
3. Participates in staff meetings and clinical case meetings.
4. Participates in training and development opportunities provided by the agency.
5. Participates in training of volunteers/interns and new advocates.
6. Provides supervision, support, and evaluation of volunteer and interns assigned to the children's program, including verification of observation logs.
7. Participates in the on-going process of evaluation and revising policies, procedures, and clinical forms.
8. Participates in Family Violence Collaborative and Artemis Center 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, as defined by Artemis policy.

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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 and submits mileage on monthly transportation log.
17. Maintains access to reliable transportation; maintains insurance on vehicle used for duties.
18. Performs other duties as assigned.