

Clinical Manager
Full-time/Benefits Eligible
Bilingual (English/Spanish) Preferred
Monday through Friday 8:30 pm to 5:00 pm *
Salary: \$68,000/year (not negotiable)



*Flexibility is needed to work outside of this schedule to assist with time sensitive matters and ensuring employees working on weekends receive adequate support.

PLEASE NOTE: if you are interested in applying for this position, please go to emergecenter.org/employment to fill out a full application. Resumes and cover letters submitted through Indeed (or any third-party website) will NOT be reviewed.

Emergence Center Against Domestic Abuse has begun an organizational process of transforming philosophy and practice to acknowledge the root causes of violence as being embedded in multiple, intersecting systemic oppressions (sexism, racism, homophobia, transphobia, classism/poverty, ableism, and anti-immigrant sentiment).

These conversations directly impact the climate and culture of our organization and are tied to the climate and culture in our community related to violence as a normalized experience. We are seeking team members across the organization who understand that humanizing the experience of all people is a radical act in a non-profit system and who are willing to be a part of transforming our organizational culture to be a more antiracist multicultural institution.

We are seeking job applicants who understand it is our responsibility to ensure that our responses to domestic abuse must include the experiences of those who are most in need and who have the least amount of access to help and support and who can work in an environment that is rapidly changing.

We're committed to making our community a safer place for everyone. Join us!

POSITION OVERVIEW

The Clinical Manager provides clinical direction and oversight to Clinicians to ensure that the impacts and dynamics of trauma, and the intersections with life experience and identities, are considered within programmatic protocols/processes and decisions related to individual participants. This position also provides clinical support and clinical program development for all direct service programs.

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

- Maintains confidentiality and trust for all employees, participants and visitors
- Consistently displays culturally sensitive behavior and communication for all employees, participants and visitors. Seeks to expand knowledge base to increase cultural sensitivity
- Seeks win/win solutions, values interdependence, shares a common sense of responsibility for the whole
- Acts in a manner that presents the agency in a positive light, and furthers a positive image for the agency. Demonstrates a positive and respectful personal appearance. Contributes to a clean and orderly facility appearance
- Demonstrates respect, courtesy and dignity for all
- Responds in a timely manner in all aspects of communication

- Maintains safe working environment for self, other employees, and visitors in accordance with applicable standards relevant to the position's job duties
- Displays adaptability and flexibility to encourage team, participant and agency health including: initiating improvements, demonstrating problem solving and creativity, demonstrating motivation for change and enhancement of the organization

ESSENTIAL DUTIES

- Supervises Clinicians
- Ensures that Clinicians are coordinating the development of case plans, in conjunction with direct service staff, that include an approach to consider each participant's lived experiences, identities, and individual needs and engagement
- Supports Clinicians, Clinical Case Coordinators, and Case Coordinators in all programs with the development of a holistic model/approach to service delivery, being mindful of possible triggers related to abuse and trauma, as well as cultural backgrounds and lived experiences/identities
- Ensures that the clinical team provides assessment of participant situations/needs to develop appropriate responses/solutions that are within programmatic scope and ensures that the humanity of participants is considered and centered at all times
- Ensures adequate coverage of clinical support in direct service programs, and develops and manages monthly Clinician on-call schedule
- Facilitates Clinical Team meetings and ensures that the clinician team is prepared to provide clinical perspective and support in building an understanding of each program participant's lived experience and identities, needs, history, strengths and plan in a holistic assessment process at program case staffing meetings
- Tracks and monitors high acuity cases across programs and ensures appropriate follow up by Clinicians, Clinical Case Coordinators and Case Coordinators
- Collaborates with Program Managers to provide input and support in individual case staffing decisions
- Communicates significant risk issues to the Vice President of Programs
- Develops and oversees direct service coordination of care protocols with other community behavioral health and service providers, and ensures that the clinical team is maintaining their role in coordination of care by liaising with community providers for participants with high acuity needs
- Develops, implements, oversees standards and competencies for clinical documentation for all direct service employees in collaboration with the VP of Programs
- Develops, implements and facilitates clinical training program for all direct service employees and community partners (as requested)
- Enhances program effectiveness by developing working relationships with private therapists and service providers in the community
- Completes all clinical documentation thoroughly, accurately, and in a timely manner
- Participates in interviewing direct service employees and interns as needed
- Maintains a continual pulse on the goings-on in their areas of responsibility
- Ensures the agency's approach and practices related to personnel management and leadership are consistently adhered to and implemented
- Evaluates and assesses persons requesting services for domestic abuse (as needed)
- Serves as back up support for on-call Clinician responsibilities
- Maintains accurate information in client services database in a timely manner

EXPERIENCE AND QUALIFICATIONS

Note: *Emerge recognizes that the required skills and knowledge needed to serve survivors of domestic abuse can be derived by formal professional experience as well as other life experience outside of a professional setting. Qualified applicants will be asked to make a direct connection*

between their work or life experience and the required qualifications below. We also value the added foundation that formal education can provide, however, any years spent in an educational institution will not count directly toward the number of years required or preferred.

REQUIRED: Any combination of at least four (4) years of work, professional or lived/life experience (personal) pertinent to the Essential Duties list above, as well as:

- Three (3) years of experience providing clinical services to individuals and/or families
- Experience of individual or organizational work to support and advocate for survivors of gender-based violence
- Knowledge of the dynamics of domestic abuse and/or sexual violence
- Demonstrate a clinical understanding of the ways that trauma and lived experiences can effect a survivor's ability to engage in services, and the approaches to case plan development that maximize that engagement for trauma survivors, in a nonprofit setting
- Demonstrate a trauma-informed understanding and practice in working with trauma-based reactions/behavior (particularly during escalated situations/conversations) that prioritizes remaining grounded and not reacting out of fear or punitive intention
- Demonstrate a clinical understanding of clinically-indicated manifestations of trauma (e.g., co-occurring issues including substance abuse, suicidal ideation, behavioral/mental health concerns)
- One (1) year of supervisory experience in a clinical and/or nonprofit setting
- Demonstrate knowledge and practice working with how gender identity, race, class, ability and sexual orientation and other cultural factors and/or identities intersect with issues of gender-based violence
- Demonstrate willingness and ability to confront racist, homophobic, transphobic behavior/comments in any setting
- Ability to build authentic relationships with team members, supervisors, and program participants through practices such as listening to gain deeper understanding, being vulnerable and engaging in giving and receiving feedback
- Ability to examine your own privilege and connections to power and/or oppressions so that you can work in service and consideration of the entire humanity of others
- Ability to function in a complex institution and systems with a focus on problem solving and adaptability
- Demonstrate understanding of how gender identity, race, class, ability and sexual orientation and other cultural factors and/or identities intersect with issues of gender-based violence and must be accounted for in operational systems used by the agency

PREFERRED: Any combination of at least six (6) years of lived/life experience (personal), work or professional experience in the required areas, as well as:

- Two (2) years of supervisory experience in a clinical and/or nonprofit setting
- Experience working in the nonprofit human services field
- Bilingual (English/Spanish)

REQUIRED COMPETENCIES

- Ability to articulate and demonstrate values based leadership
- Knowledge of program development techniques
- Knowledge of the dynamics of domestic abuse issues, crisis intervention and case management
- Effective listening skills
- Excellent written and oral communication
- Excellent presentation skills
- Knowledge of the impact of trauma
- Knowledge of group facilitation and dynamics
- Ability to assess potential crisis situations and take appropriate action
- Ability to work well independently and be self-motivated

- Proficient computer skills including e-mail, calendars, document processing, spreadsheets and databases
- Ability to travel within service area

OTHER REQUIREMENTS

- Ability to obtain appropriate fingerprint clearance through the Arizona Department of Public Safety
- Ability to obtain CPR/First Aid certification
- Valid Arizona Driver License and proof of automobile insurance (as applicable)

PHYSICAL DEMANDS

- Must be able to sit or stand for long periods of time
- Must be able to express or exchange ideas by means of the spoken word to impart oral information to clients or to the public and to convey detailed spoken instructions to other workers accurately or quickly
- Provide CPR/First Aid
- Must be able to lift up to twenty-five pounds
- Visual acuity and hand dexterity to work with computer systems (monitor, keyboard), reports, and other data sources, reading/entering/processing data and figures
- Ability to use basic office equipment, including computer, fax machine, printers, copier/scanner, adding machine

Emerge is an equal opportunity employer

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