

POSITION: LICENSED CLINICAL SUPERVISOR

Reports To: Senior Program Manager, Crisis Services
Program: Behavioral Health, Crisis Services
Position Type: Exempt/Full Time
Date: January 2020

WE OFFER:

COMPETITIVE SALARY
UP TO 200 PAID TIME OFF HOURS PER YEAR
MEDICAL & DENTAL
403(B) RETIREMENT
FLEX SPENDING ACCOUNT and more....

VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!

General Function:

This position is responsible for assisting in the overall management and leadership of the Crisis Services program including training new staff, providing ongoing training and coaching to existing staff, case consultations, and working collaboratively with the Senior Program Manager, Assistant Director, and Senior Director in continually reviewing policy, procedures, trainings and business practices to ensure efficiencies, exceptional level of customer service and meeting NSBHO and other appropriate funder contractual obligations. This position will also provide back up for the Senior Program Manager at applicable North Sound BH-ASO and Lifeline meetings, and policy/procedure reviews. This position also serves as the Manager On-Call (MOC) and provides after-hours consultation as needed to support program staff in the Crisis Services program. This position requires flexible scheduling and involves weekend and/or night shifts.

Principal Duties and Responsibilities:

- Perform daily, on-site supervision, support, training and coaching of line staff and volunteers
- Provide after-hours consultation as needed to support program staff
- Train all new staff and volunteers, provide coaching and training to existing staff and volunteers
- Assist Senior Program Manager with creating, developing, and updating program trainings, materials, protocols, and procedures as assigned
- Responsible for creating and maintaining staff and volunteer schedules
- Complete evaluations and supervise MSW Practicum students
- Collaborate with Senior Program Manager on the monthly staff meeting
- Act as the Relias Learning System Administrator
- Participate in monthly Lifeline phone conferences as assigned
- Ensure exceptional customer service and effective, efficient program operations
- Work collaboratively with the Senior Program Manager and Assistant Director to ensure all policies, procedures and business practices are viable and up to date
- Complete quality improvement and quality assurance activities including record audits and silent monitoring of calls in order to provide real-time feedback to program staff
- Be an active, contributing, positive member of the Behavioral Health management team

Crisis Counselor

- Occasional travel to local meetings and national conferences
- Actively participate in any audit and accreditation activities
- Other projects as assigned by the Senior Program Manager and/or Assistant Director

Qualifications:

- Master's degree in behavioral science, counseling or related field
- Registered as a mental health counselor within 30 days of employment required; licensure in the State of Washington preferred.
- Two (2) years of recent, directly related experience, including (1) year of supervisory experience
- Crisis intervention and call center experience strongly preferred
- Must possess excellent verbal, written and customer service skills
- Must have the ability to multi-task, apply problem-solving skills and seek out information until a solution is implemented
- Demonstrated skills in Triage and Crisis Center work preferred
- Advanced level of MS office suite required

If you wish to apply for this position, please email your cover letter and resume to: recruiter@voaww.org

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