

COMPASS

OF CAROLINA EST. 1919
JOB DESCRIPTION

Job Title: Clinical Program Manager
Department: Family Violence Intervention
Reports To: Deputy Director
FLSA Status: Exempt

Position Summary: The clinical program manager is responsible for the implementation and ongoing quality improvement of the Family Violence Intervention Program (FVIP), to include supervision of staff and evaluation of program effectiveness ensuring program objectives are being met. FVIP is inclusive of individual and group counseling, to include maintaining of group rosters and client documentation. The manager will also be responsible for building and maintaining strong partnerships with community organizations and agencies to enhance the program's overall effectiveness.

Other essential responsibilities of a program manager include supervision of therapists, client relations counselor and group facilitators, ensuring client portals are updated and that fees are being paid, pre and post surveys as well as weekly homework, and ensuring compliance with grant requirements and program regulations. The manager will also be responsible for recruiting, supervising, and training program staff, including providing performance evaluations and professional development opportunities.

Experienced in intimate partner violence, mental health counseling and understanding of individual client needs to guide staff. Must be able to work well with people of all socio-economic backgrounds and those justice involved.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Supervises the day-to-day operations of the FVIP program to ensure goals are met, projects and taskings are completed, and progress is made toward strategic initiatives, to include ensuring all group rosters are ready for the day of group.
- Evaluate program outcomes and processes and implement changes as required. Ensure facilitators are using pre- and post- surveys and clients submitting weekly homework.
- Accountable for the scheduling, billing, and quality of group facilitation
- Supervise facilitators, and the client relations coordinator to set a standard of proficiency and professionalism within the team and organization. Be able to facilitate a group, as needed, in back-up situations.
- Collaborate with other service providers: Attends batterers and/or victim's court.
- Manages Data: To ensure that all necessary information is documented within the client electronic health record. Provides monthly reports for department team, board, and funders.

- Assist with the development, implementation, of outcome measures that supports the organization strategic plan.
- Collaborate with community and referral partners to ensure customer's needs are met in a timely and efficient manner (including law enforcement, healthcare providers, and social service agencies).
- Ensure program and services compliance with VOCA, VAWA, SC Department of Probation, Pardon and Parole solicitations, EAP, Health Insurance providers and other Federal and State funding requirements.
- Attend meetings, conferences, trainings, and public events to promote the Family Violence Intervention Program and the Organization.
- Assist and support the Director of Program Operation and Executive Direction in all tasks and duties assigned.

Supervisory Responsibilities: Manages subordinate employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Competencies: To perform the job successfully, an individual should demonstrate the following.

- **Achievement Focus** - Demonstrates persistence and overcomes obstacles. Measures self against standard of excellence. Recognizes and acts on opportunities. Sets and achieves challenging goals. Takes calculated risks to accomplish goals.
- **Communications** - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.
- **Managing Customer Focus** - Develops new approaches to meeting customer needs. Establishes customer service standards. Monitors customer satisfaction. Promotes customer focus. Provides training in customer service delivery.
- **Managing People** - Develops subordinates' skills and encourages growth. Includes subordinates in planning. Makes self-available to subordinates. Provides direction and gains compliance. Provides regular performance feedback. Takes responsibility for subordinates' activities.
- **Planning and Organization** - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.
- **Problem Solving** - Develops alternative solutions. Gathers and analyzes information skillfully. Identifies problems in a timely manner. Resolves problems in early stages. Works well in group problem solving situations.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Master's degree or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience. 3-5 years supervisory experience.

Language Ability:

Read, analyze and interpret business, professional, technical or governmental documents. Write reports, business correspondence and procedure manuals. Effectively present information and respond to

questions from managers, customers and the public.

Mathematical Ability:

Work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability:

Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Deal with problems involving several concrete variables in standardized situations.

Computer Skills:

Advanced understanding of office applications, including MS Office (Word, Excel, PowerPoint, Outlook), Communication/collaboration tools (MS Teams, Skype, Zoom etc.).

Certificates and Licenses:

Master's degree in counseling, business, Healing Arts or similar degree

Preferred:

- Licensed clinician with supervisory experience (5-
- Certifications preferred: LAC
- Family violence treatment intervention experience
- Bi-lingual preferred, but not required.

Salary Range: \$55,000 – \$62,000

Excellent Benefits.

Apply through the website: <https://www.compassofcarolina.org/about/> career opportunities