



Job Title: Client Services Supervisor

Classification: Exempt

Salary Range: \$64,000-\$70,000

Position Type: Full-time: In-person

Hours of Work: Regular operational hours and occasional after-hours

Purpose: The Client Services Supervisor plays a pivotal role in leading and facilitating a comprehensive support system for child victims of sexual abuse and their non-offending family members. This position is dedicated to overseeing therapeutic practices, as well as services that offer advocacy through guidance and support to clients and their families, through collaboration with a multidisciplinary team (MDT), while fostering a trauma-informed environment.

Position Reports to: President/CEO

Essential Functions:

Leadership

- Conduct regular supervision meetings with therapists and advocates.
- Complete annual staff evaluations with regular check-ins as needed, for an ongoing assessment of individual performance that includes an evaluation of their clinical skills, adherence to policies and protocols, client outcomes, overall contributions to the goals and mission of the Center, as well as professional development goals of the staff.
- Participate in ongoing Case Review (*Team Case*), Case Consultation, Leadership meetings, and All-Staff meetings.
- Facilitate monthly Clinical meetings for therapists, clinical interns, and advocates ensuring ethical and professional standards are met.

Direct Service

- Lead by example, recognizing the unique context of each case while maintaining the boundaries of the Center's short-term service model, delivering evidence-based, trauma-informed therapy to active clients at the Center, through a reduced caseload.
- Employ trauma checklists and screening tools to gain comprehensive understanding for the specific impact of trauma on the client, which will guide targeted intervention.
- Develop a client-centered treatment plan, as applicable, which incorporates the client's preferences, perspectives, and strengths, that is specific, measurable, attainable, relevant, and time-specific, and coordinate with the non-offending caregiver.
- Take a proactive approach by developing comprehensive individualized safety plans for clients, when necessary.
- Conduct thorough risk assessments to evaluate the level of risk associated with the client's circumstances, when necessary.
- Ensure strict adherence to confidentiality guidelines and legal requirements when handling sensitive client information.
- Comply with regulatory and funding requirements related to the clinical services provided.

Advocacy

- Provide back-up support to advocates, being available to step-in and assist advocates with their responsibilities, whether related to client interactions or other essential tasks.

Multidisciplinary Coordination

- Collaborate with the multidisciplinary team of law enforcement personnel, Prosecutor's Office and other Court personnel, Children's Protective Services (CPS), medical staff, therapists, and advocates.
- Cultivate open lines of communication and collaboration to enhance the effectiveness of the multidisciplinary team.

Program Documentation

- Adhere to Center documentation standards, ensuring that all client interactions, therapeutic interventions, and support services are accurately recorded from case initiation to case closure, adhering to timelines and protocols.
- Respond to external service referral procedures and ensure compliance with Center policies.
- Prepare for audits and program reviews by consistently engaging in practices that are organized and accurate.
- Implement measures to routinely review documentation for accuracy, completeness, and compliance with ethical and legal standards.
- Utilize existing technology systems to maintain client information.

Professional and Program Development

- Identify training and educational needs for staff.
- Engage in approved ongoing professional development to ensure a current and comprehensive understanding of advancements in the field of trauma-focused therapy, 16 hours annually.
- Engage in 8-10 hours of diversity, equity, and inclusion (DEI) training annually.
- Optimize the selection and utilization of clinical tools routinely, enhancing the quality and precision of services provided by the Center.
- Participate in achieving objectives outlined in the Strategic Plan and Key Performance Indicators.
- Contribute to the accreditation process and ensure clinical practices and operations align seamlessly with the National Children's Alliance (NCA) accreditation standards.

Special Projects and Support

- Support in the supervision of bachelor's and master's-level interns, review learning contracts that outline skill development focus, ensure alignment with the Center, and communicate with Field Liaison to assess student progress or concern.
- Represent the Center during approved delivery of training or engagement in the community.
- Provide support and direction to volunteers of the Center, as required.

And other duties as assigned by the President/CEO.

Education and Experience Needed:

- Master's degree in social work, counseling, psychology, or a related field required.
- Full licensure from the State of Michigan in the respective discipline preferred.
- Full certification in evidence-based trauma modality, such as TF-CBT, PCIT, AF-CBT, CFTSI, or EMDR, preferred.
- Minimum of two years experience in evidence-based, trauma-informed counseling with children preferred.
- Understanding of the dynamics of trauma, child sexual abuse, and child development required.
- Proficient in Google Workspace and other relevant software.

Competencies Required:

Advocacy and Public Policy:

- Engage in advocacy initiatives that align with the Center's mission, contributing to the overall advancement of public policy and community awareness related to child sexual abuse.

Healthy Communications:

- Present oneself and the Center professionally in both oral and written communications.
- Communicate with clarity, empathy, and understanding.
- Exchange information efficiently and effectively, demonstrating active listening and seeking clarification when necessary.
- Foster an environment where open communication is valued.
- Contribute to a culture of healthy communication, respect, and commitment to the Center's mission, vision, and values.

Direct Service:

- Ensure that the delivery of direct services aligns with the Center's overarching goals and commitment to the well-being of clients.
- Ability to practice restraint and discretion regarding confidential information related to Center functioning, internally and externally.

Team Participation:

- Ability to work collaboratively with diverse teams, promoting a positive and inclusive work culture.
- Active engagement in team dynamics, share knowledge and expertise, and foster a supportive atmosphere.

Building of Global Capacity:

- Promote cultural competence and inclusivity to uphold Center values in daily activities.
- Demonstrate a commitment to intercultural development and understanding the unique needs of clients, staff, volunteers, and donors from diverse backgrounds.

Personal Care and Development:

- Prioritize self-care and advocate for a culture within the Center that supports the well-being of both individuals and the Center as a whole.

Stewardship:

- Participate in community tours and represent Center programs to the community.
- Collaborate with administration to meet funding requirements for grants.
- Understand the Center budget and demonstrate stewardship of resources, ensuring their efficient and effective utilization in alignment with the Center's mission.

Data Management:

- Provide accurate and timely tracking of client demographics and services.

Flexibility and Adaptability:

- Navigate changes and handle unexpected situations with professionalism.
- Ability to prioritize tasks, manage time efficiently, and maintain a well-organized work environment.
- Embrace adaptability, contributing to a dynamic and responsive organizational culture that effectively addresses the evolving needs of the Center's work.

Work Environment and Physical Requirements:

The nature of the work involves exposure to emotionally challenging situations and may require a level of resilience and self-care to maintain personal well-being in the face of these challenges. Additionally, accommodation for specific physical requirements can be discussed to ensure an inclusive work environment for all staff members.

- Navigate a trauma-rich environment where clients are present.
- Ability to sit and effectively use a computer for extended periods within a standard office environment.
- Perform light lifting tasks, up to 25 pounds, as needed to fulfill job responsibilities.