



Vacancy Announcement

Title: Manager of Clinical Coordination and Compliance (Full-Time) 35 Hours/Week	
Department: Counseling Services/Administration	Status: Non-Exempt
Responsible To: Director of Clinical Services and Executive Director	Salary: Commensurate with Experience

Position Summary:

Family Service Society, Inc. is currently seeking an experienced Manager in the oversight of clinical counseling services to join our growing and skilled clinical team in overseeing the provision of clinical counseling services and program development with community contracts. The Manager will form strong relationships with community partners at the local, state, and federal levels to further the agency's vision and mission to provide specialty counseling services in our region. This position will also serve as the Manager of Clinical Compliance assigned to ensure all treatment service delivery, documentation, and program policies and procedures are consistently followed and reports directly to the Executive Director (approximately 0.15 FTE). The Manager is tasked with guiding and supporting the positive culture of the clinical team, as well as promoting clinician self-care. The Manager will participate in the hiring and evaluation of mental health therapists. The Manager provides individual and group supervision and training to the clinical team that aligns with evidenced-based practices and trauma-informed care. The Manager oversees the smooth operation of programs and services through ongoing monitoring of staff scheduling and utilization management, by identifying and regularly reviewing key performance indicators including outcome measures to ensure regulatory and quality compliance. The Manager will carry a small caseload and provide strengths-based, person-centered counseling services to clients of all ages. A successful candidate must be able to provide unconditional positive regard to clients and staff. A successful candidate will identify and align with the agency's mission and values (listed below) in order to improve the well-being of clients and our community.

Agency Culture for Therapists:

The Manager of Clinical Coordination and Compliance receives supervision from the Director of Clinical Services on a weekly basis. Our Mental Health Therapists receive weekly clinical individual and group supervision from experienced supervisors. Training to serve specialty populations is provided upon hire (ie. Trauma-Focused Cognitive Behavior Therapy). Staff development trainings are financially supported by the agency toward required CEUs, as budgets allow. Family Service Society's Professional Training Institute provides ease of accessibility to in-house professional development and CEU trainings. We are supportive of clinicians increasing their skills and knowledge base to offer the most efficacious counseling services. The agency maintains a professional library full of evidence-based practices, textbooks, and workbooks for clinical use.

We understand the significant amount of energy you will be using to focus on improve the wellbeing of the clinicians you support and the clients you serve. Our agency's culture is to be as flexible as possible to meet your needs for self-care. We are supportive of flexible work schedules for Mental Health Therapists and supervisory team. Several Mental Health Therapists work 4 days a week, while others work 5 days a week. There are no on-call responsibilities for Mental Health Therapists at this time. Working remotely is allowed in occasional situations approved by the Director of Clinical Services. The agency has an active staff recognition and wellness program.

Agency Culture for Clients:

We seek to maintain and build our supportive and collaborative work environment from our reception area to the counseling offices, as the counseling environment plays a significant role in the client's comfortability and therapeutic process. Our Mental Health Therapists are encouraged to create and design their office space to be welcoming, exude acceptance, and create a safe place for clients. Snacks and drinks for clients are provided at our agency, as budgets allow. Young and *young at heart* clients are given the opportunity to earn a sticker from the Administrative Assistant upon completing each counseling session. Play and art therapy are encouraged. A play therapy room contains space and a plethora of therapeutic games and toys. Our professional library at our Corning office provides books for clients on several topics.

Education and Experience Requirements:

Candidates must possess a master's degree and related professional license in a counseling field (LCSW-R, LCSW, LMFT, or LMHC). We are seeking a candidate with a NYS professional license in mental health or social work with preferably at least three years of post-graduate clinical counseling experience and at least one year of supervisory experience. The Manager must be able to establish rapport with clients who are diverse in their race, culture, religion, economic status, sexual orientation, gender identity, and abilities.

Employment Opportunity Policy:

Family Service Society, Inc. is committed to providing a nondiscriminatory employment environment for its employees. The policy of Family Service Society, Inc. is to fully comply with applicable federal, state, and local laws, rules, and regulations in the area of nondiscrimination in employment. Discrimination against employees and applicants due to race, color, religion, sex (including sexual harassment), sexual orientation, gender identity, gender national origin, disability, age, genetic information, gender expression, military, and veteran status is prohibited.

Full-time Employee Benefits:

Family Service Society, Inc offers robust benefit options to help you maintain overall health and well-being.:

- Medical – 4 different plans are offered to allow employees to choose the right coverage for them
- Dental
- Vision
- Flex Spending Account
- Life Insurance
- 401(K) and Matching
- Employee Assistance Program
- Professional Licensure Renewal Reimbursement
- CEU trainings

In addition to these benefits full-time employees are given a generous amount of paid time off.

- Vacation, Sick, Floating Holidays, Personal Time, Bereavement Leave
- 12 Paid Holidays/Year

Contact Information:

Please complete online application form and attach a cover letter and resume. Alternatively, candidates can email or mail a cover letter and resume to the contact person below. Applications will be accepted until the position is filled.

Family Service Society, Inc.

charlanowe@familyservicesociety.org

280 Princeton Ave Ext.

Corning, NY 14830

Our Mission Statement:

Family Service Society, Inc. provides professional counseling and community services that empower individuals and families to deal more effectively with their challenges, enhancing the quality of their lives.

Our Values: Empowerment, Integrity, Excellence, Respect, Compassion, and Transparency

