



## **Associate Director of Clinical Services**

Vera House, Inc. is a human service agency that provides unconditional care for individuals and families through comprehensive domestic and sexual violence prevention and intervention services. We believe in collectively serving members of the community and creating an environment of accountability for our services. We strive to provide our employees with flexible schedules, when possible, a level of autonomy to complete their work, and a culture of belonging. We strive to interrupt the norms that cause harm and perpetuate oppression.

This position will handle the day-to-day activities for Vera House's clinical program. Thorough knowledge of and adherence to all Vera House policies, procedures, and safety protocols is required.

### **Job Reporting Relationships:**

Program Supervisor: Co-Director of Clinical Services  
Clinical Supervisor: Co-Director of Clinical Services  
Supervises: Designated clinical staff & student interns

### **Basic Qualifications:**

**Education/Training:** Master's degree in SWK, MFT, MHC, or other related field. Licensed mental health professional in NYS.

### **Competencies:**

- Thorough knowledge of domestic and sexual violence including elder abuse
- Ability to work effectively in a crisis orientated setting with diverse individuals
- Strong leadership and teambuilding skills
- Understands and values racial equity as an organizational operating principle and is committed to continued learning on issues related to race, equity, diversity, and inclusion
- Strong interpersonal, oral communication, listening and conflict management and written skills
- Strong planning, organizational, time management, and administrative skills
- Strong proficiency with Microsoft Office Suite and learning databases and other software
- Ability to develop a positive, compassionate rapport with victim/survivors of domestic violence, sexual assault, or other violent trauma
- Knowledge of community-based service delivery systems, in particular thorough knowledge of the criminal and civil justice systems

- Timely response to crisis as well as thorough and consistent follow up and support with victims and delivery systems
- Ability to adapt to demanding situations and work well under pressure
- Ability to solve complex problems and demonstrate critical thinking
- Ability to develop a trauma informed, compassionate rapport with victim/survivors of domestic violence, sexual assault, or other violence
- Ability to work independently & collaboratively
- Strong training and facilitation skills
- Appreciation and respect for other cultures and people of diverse backgrounds

**Experience:**

Three to five years direct service experience with one to two years supervisory experience.

**Essential Duties:**

- Team and lead the program development and supervision for clinical counseling program and staff to ensure that the quality of services is maintained in accordance with the Agency's mission and goals
- Oversee and support the staff use of Agency databases and support maintenance and training efforts to ensure quality
- Team with peers to support the training, development of internal staff through orientation and other opportunities
- Assist with the development and delivery of policy and protocol, maintain written S.O.P.s
- Provide crisis intervention, systems advocacy, counseling to individuals and families experiencing domestic violence, sexual assault, and other violence
- Support with interviews and staff hiring practices
- Provide at least 10 therapy sessions per week, though adjusted according to number of supervisees
- Provide at least 3 after-hour's appointments per week
- Facilitate groups for those affected by domestic violence or sexual assault
- Respond to the 24 hour crisis line
- Provide coverage for at least 2 call-out shifts per month
- Attend and participate as a member of the Senior Leadership Team and Direct Services Team
- Partner to ensure that all direct and emergency services are designed and delivered in line with the Agency's core values
- Represent the Agency to the community and collaborate with community members to ensure the implementation and/or maintenance of the Agency's programs and services
- Promote agency's core values by promoting anti-racism and anti-oppression efforts including responses externally
- Serve as a liaison and build positive working relationships with community members and partnering agencies
- Deliver community and professional development presentations
- Ensure that all services are maintained in accordance with the Agency's mission and goals
- Ensure a warm and welcoming environment to visitors, clients, and partners

**Ancillary Duties:**

As an integral member of the organization, this position is responsible to provide related assistance wherever necessary to help the Agency achieve its goals and embrace and promote the Vera House mission.

**Equipment/Machines**

Telephone, computers, copier, fax machine, calculator, automobile, shredder, projectors

**Physical Demands**

Accommodations will be made.

**Work Environment and Environmental Conditions**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise level and work environment are usually moderate. The air quality is usually moderate. There is limited exposure to physical risk.

**Location:** Administrative Office

**Revision Date:** March 25, 2023

**FLSA Status:** Non-exempt

**Effective Date:** 1987

**Travel:** Up to 10%

**SALARY RANGE**

\$28.50- \$29.9746 (Hourly)

*Vera House is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.*

**Interested candidates should submit a resume and cover letter to:**

[jobs@verahouse.org](mailto:jobs@verahouse.org)