CLINICAL SERVICES DIRECTOR
JOB DESCRIPTION

Job Title: Clinical Services Director
FLSA Status: Exempt, Full-Time
Location: Remote work eligible within driving distance of Project Access Northwest office in Seattle
Reports to: Senior Program Director
Salary: $95,000–108,000

POSITION SUMMARY:
Project Access Northwest seeks a Clinical Services Director for the newly formed pro bono mental health care coordination program, adapted from Pro Bono Counseling, a Maryland-based nonprofit.

The ideal candidate will have a proven ability to work in a fast-paced environment, possess a high level of attention to detail, be skilled in mental health assessment and use of the Diagnostic and Statistical Manual of Mental Illnesses/DSM-5, be knowledgeable about program evaluation and monitoring outcome data, be experienced in working with individuals from a diversity of cultural backgrounds, be committed to maintaining confidentiality, and be committed to Project Access Northwest’s vision that everyone in our community will have appropriate access to healthcare services. Candidate should be familiar with the Washington Administrative Code and Revised Code of Washington, including but not limited to King, Snohomish, and Kitsap counties. Bilingual is preferred.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

• Create policies and procedures for pro bono counseling program.
• Oversee and participate in recruiting and managing a network of volunteer mental health therapists.
• Establish relationships with graduate-level counseling programs, including but not limited to King, Snohomish, and Kitsap counties.
• Create relationships with counseling membership organizations and associations.
• Conduct screenings, when necessary, with individuals seeking counseling using screening tools and standardized assessments.
• Provide crisis management and triage with appropriate interventions when necessary.
• Conduct clinical services in a compassionate and culturally linguistically appropriate manner, utilizing telephonic interpretation for Limited English Proficient clients.
• Assess and report on program efficacy.
• Scale the program through hiring and supervising additional staff to meet program needs.
• Partner with other Project Access Northwest staff for marketing, fundraising, team building, and integration with the organization.
• Serve as a member of the organization’s Leadership Team, meeting regularly with the executive director and department leads to vision and implement both strategy and practice.
• Other duties as assigned.

WORKING HOURS:
Monday – Friday, flexible between 7:00 am and 6:00 pm

SUPERVISORY RESPONSIBILITIES:
• Manage Behavioral Health Coordinators, including administrative staff and volunteers, as necessary.
• Responsibilities include hiring and managing staff, and managing schedules.

QUALIFICATIONS AND REQUIREMENTS:
• Master of Science or Arts in Social Work, Counseling, Psychology, or a related field, with a master’s degree preferred.
• Maintain Washington State license at LCSW-C, LCPC, LMFT or LMHC.
• Must be a state-approved clinical supervisor (LMHC, LICSW, LMFT).
• Have experience supervising unlicensed staff.
• Experience with providing mental health crisis response.
• Able to attend state conferences as an exhibitor for the program.
• Experience with diverse cultures, ages and economic backgrounds.
• Experience working with vulnerable populations.
• A self-starter, capable of managing staff and giving directions to others.
• Able to work under pressure in certain cases.
• Be familiar with multicultural groups and settings.

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.

COMPETENCIES:
Critical thinking and execution, relationship development, adaptability, flexibility, communication, technical and professional knowledge, respect. Tolerance of stress and the ability to recognize one’s own limitations and respond to difficult situations. Ability to prioritize based on rapidly changing environment.
**Computer Skills:**
Employee possesses intermediate operation knowledge of computers and comfort with web-based applications such as client management databases and payroll systems. Operating knowledge and understanding of client databases are also needed. Intermediate level of Word, Excel and Outlook required.

**Travel:**
Must have reliable transportation, a clean driving record, be able to drive and motor vehicle insurance that meets state required minimums. Must be able to drive to Project Access Northwest’s office, in downtown Seattle, as well as provider offices, clinics and conferences as necessary.

**Physical Requirements and Working Environment:**
This position requires manual dexterity sufficient to operate phones, computers, and other office equipment. This person must speak clearly using the English language to accurately convey information and be able to hear at normal speaking levels both in person and over the telephone. Vision correctable to 20/40 is required to review written materials. The working environment may vary as needed to accommodate changes and growth of the department.

*This job description does not imply that these are the only duties to be performed. Employees occupying the position will be required to follow any other-related instructions and to perform any other job-related duties requested by their manager.*

**TO APPLY FOR THIS POSITION**
Please submit a résumé and cover letter outlining why you would be a great hire for this position to info@projectaccessnw.org with the subject line “YOUR NAME + Clinical Services Director.” Applicants will not be considered without a cover letter.

*No phone calls please.*

*Project Access Northwest is an equal opportunity employer. We embrace and encourage our employees’ differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status and other characteristics.*