



Hope Counseling Center Manager

Job Description

The Hope Counseling Center (HCC) Manager will be responsible for the oversight and management of HCC; including, but not limited to, Onsite and Telehealth Services; Administrative, Operational and Ethical compliance; and the HCC Clinical Partner and Internship programs. Additionally, the HCC Manager will be expected 1) to regularly provide direct counseling services and maintain a specified client caseload and 2) work with the Executive Director regarding strategic initiatives and implementation.

Reports to: Program Operations Director / Executive Director

Hours and Salary Class: 25-40 hours/week, salary non-exempt

Responsibilities

- Provides management and oversight of Hope Counseling Center.
 - Provides daily operational oversight to HCC.
 - Upholds professional, ethical, and best practice standards for all HCC clinicians and interns including upholding Victory Ministries core values and statement of faith.
 - Serves as central point of contact for Clinical Admin and HCC Partners and Interns.
 - Oversees scheduling and building access protocols.
 - Supports HCC Partners and interns through administrative, consultative, and supervisory assistance.
 - Regularly monitors adherence to administrative policies and clinical best practices.
 - Maintains HCC clinical records and clinical records program/software.
 - Facilitates training for HCC Partners and interns as applicable, including onboarding and training on HCC policies, procedures, and integrated counseling approach.
 - Provides continued program analysis and suggestions for positive improvements.

- Provides direct clinical, Christian clinical, and pastoral counseling services.
 - Regularly provides in-person and telehealth professional counseling services and maintains a specified client caseload.
 - Maintains all requirements of individual license (e.g. timely renewals, CEUs, appropriate training, personal insurance, etc.)
 - Carries current individual malpractice insurance.
 - Adheres to professional counseling standards according to Biblical, ethical, and clinical best practices (e.g., timely clinical note completion, professionalism, etc.).

- Works with executive leadership regarding strategic initiatives and implementation
 - Works with executive leadership to implement overall vision and mission of HCC in congruence with the Victory Ministries Strategic Plan.

- Develops and Executes marketing and promotion strategies and materials to help generate counseling clientele from both within and outside Neighbor Services areas.
- Develops and Executes Partner recruitment strategies.
- Provides continued program analysis and suggestions for positive improvements.

Core Competencies:

- Excellent Organizational and Management skills
- People management, Communication, Teaching, and Relationship Building skills.
- Superior Conflict Resolution and Cultural Competency skills
- Strategic Planning
- Attention to Detail
- Self-Management and Time Management skills
- Self- and Other-Awareness
- Technological acuity and proficiency

Qualifications:

- Graduate Degree and Professional Counseling or Social Worker License, required.
- Supervisory Designation on license, preferred.
- Previous management experience preferred, particularly clinical management.
- Must exhibit qualities in alignment with Victory Ministries core values.
- Must be in full agreement with the Victory Ministries Statement of Faith.

Working Environment: Clinical Counseling Center located within the Victory Ministries Center of Hope