

Job Title:	Community Program Social Worker/Clinical Supervisor	Job Category:	Full-Time, Exempt
Department/Group:	Training, Engagement and Prevention	Reports To:	Director of Training, Engagement and Prevention
Nights/Weekends Required:	Yes	On-Call Required:	No
Lifting Required:	Yes- Up to 20 lbs.	Driving Required:	Yes

Job Description

Job Purpose: Reporting to the Director of Training, Engagement and Prevention, the Community Program Social Worker/Clinical Supervisor is a member of the Training, Engagement and Prevention Team, responsible for recruiting, developing and supporting a corps of volunteers that provide support services to clients, programs and the agency and is responsible for coordinating the Voices program. The Community Program Social Worker/Clinical Supervisor will also serve as the clinical supervisor for all Masters in Social Work interns and undergraduate interns doing field placements at InterAct's Family Safety and Empowerment Center.

Volunteer Management

- Oversee volunteer recruitment efforts, including relationship building with colleges, universities.
- Support volunteer management of clinical volunteers, including but not limited to volunteers that serve the court program, crisis line and walk in counseling, VOICES, child care, SARAs, and children's group.
- Coordinate and facilitate regular volunteer information sessions for potential new volunteers.
- Conduct pre-training interviews/screenings with all volunteers providing direct services to victims of domestic/sexual violence.
- Support the coordination of the volunteer training process, including scheduling and facilitating make-up sessions.
- Conduct written training and post-training evaluations with all volunteers, compiling feedback from each class and using feedback to improve the training process.
- Track and report volunteer statistical data and assist with data entry for the department.
- Maintain personnel files on all volunteers to include contributions, demographic information, training and in-service participation and evaluations.
- Maintain regular communication with volunteers, including producing regular volunteer newsletters.
- Coordinate/oversee the conflict resolution process and disciplinary process with volunteers who violate their contracts and/or agency protocol in conjunction with volunteer supervisors.
- Regularly evaluate the volunteer program and work with program directors to implement any necessary changes to improve the program.
- Plan and schedule at least quarterly volunteer supervisors' meetings. Provide on-going training and mentoring for new and experienced volunteer supervisors.
- Coordinate annual volunteer evaluations process with volunteer supervisors.
- Staff agency table top displays as needed to recruit volunteers and promote the agency in the community.
- Support the coordination and facilitation of Holiday Bazaar, Fall Festival, and annual volunteer appreciation activities.

Clinical Supervision

- Responsible for intern recruitment efforts to include specifically networking with colleges and universities
- Conducts pre-training interviews/screenings with all college interns
- Responsible for the clinical supervision and clinical oversight of interns (particularly second year interns) working with client services, and for providing support, observation, and critical feedback regarding performance to foster intern growth in their position
- Supervise conflict resolution process and disciplinary process with interns who violate their contracts and/or agency protocol, engaging the school placement supervisor when necessary
- Regularly evaluate the internship program and work with program directors to implement any necessary changes to improve the program
- Responsible for annual intern evaluations process with intern supervisors
- Track intern statistical data

VOICES Program

- Work to establish a VOICES Committee (current and former clients who come together to support each other, speak publicly on behalf of the InterAct, advocate for the needs of victims and become the public face of the success of the FJC).
- Facilitates monthly meetings, and provide on-going support.
- Coordinate activities that allow survivors to become more connected with each other, encourage them to become leaders in their communities and strong advocates for themselves and other victims of domestic/sexual violence
- Monitor progress against goals and identifying areas of success and areas of improvement needed

KNOWLEDGE, SKILLS AND ABILITIES NECESSARY FOR THE POSITION:

- Strong organizational skills.
- Ability to multi-task and prioritize duties in a high pressure situation.
- Strong computer skills, data entry and data management skills.
- Ability to handle crisis situations with diplomacy and tact.
- Ability to develop and maintain supervisory relationships with volunteers.
- Experience working as part of a team as well as handling crisis individually with quality decision makings skills.
- Ability to work within a complex, fast-paced and rapidly changing work environment.
- Ability to effectively problem solve and achieve conflict resolution.
- Ability to project image compatible with agency philosophy.
- Strong communication and interpersonal skills.
- Strong project management skills.
- Professional training skills/experience.
- Experience working with diverse populations.
- Knowledge of word processing, desk top publishing software applications, and database systems.

REQUIREMENTS/QUALIFICATIONS FOR THE POSITION

- Commitment to InterAct's mission.
- Master's in Social Work from an accredited social work program and 2 years of post-master's clinical social work experience in an organized clinical setting.
- Additional consideration will be given to those who are bilingual or have a license, or certificate at the clinical level in the state of North Carolina.
- Previous experience in volunteer management preferred.
- General knowledge of domestic violence and/or sexual assault. Demonstrated track record of providing effective administrative support and coordination to teams.
- Demonstrated writing and public speaking skills and experience.
- Experience working in deadline-driven, goal-oriented environments.
- Willingness and availability to work a flexible schedule, including nights and weekends when necessary.
- Reliable transportation; willingness to travel locally and throughout state as necessary.
- Satisfactory background check, including criminal background and driving record screening.