



**TITLE: Clinical Program Manager – Community Engagement and Training**

**REPORTS TO: Clinical Director**

**CLASSIFICATION: Full-Time, exempt**

**COMPENSATION: \$55,000 - \$65,000**

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**Thrive Overview:** The Thrive Counseling Center, LLC is a 501(c)3 organization treating mental and behavioral health clients in the near west suburbs of Chicago. The organization is run with a focus on three key tenets of care delivery, excellent **people**, efficient **processes**, and a focus on **patient services**.

**Job Summary:** The Clinical Program Manager- **Community Engagement and Training** is a community outreach role that centers on educational programs with various partner agencies and other entities in Oak Park, River Forest, and surrounding communities. The role also drives community advocacy for suicide awareness with partner agencies and helps to maintain Thrive's unique suicide CARF accreditation. This position will represent Thrive's services at community events, including resource fairs and networking groups. This role will also oversee the development and implementation of a robust internship program across all Thrive departments.

#### **Essential Job Functions/Responsibilities**

- Manage Thrive Counseling Center's Comprehensive Suicide Prevention Program.
- Manage Thrive Counseling Center's internal training program, including annual requirements and continuing education program (CEU).
- Serve as the agency's Internship Program primary contact.
- Serve as the agency's representative on the Professional Development Committee of the Board of Directors. Work with the committee to coordinate and schedule Thrive Talks series.
- Schedule, implement, and periodically suggest new community-based programs, partnerships, and other engagement initiatives to promote a mental health awareness and a more trauma informed organization/community.
- Build effective working relationships with referral sources, i.e., police department, school, and other social service agencies in collaboration with the Clinical Program Manager of Crisis & Access Services.
- Successfully integrate engagement work into many Thrive Counseling Center Departments and enlist the support of Thrive Counseling Center staff as needed and allowable.
- Promote access to services by working a flexible schedule to meet the needs of the community. Evening and weekend availability required.
- Provide clinical supervision to agency staff members and/or interns as requested in consultation with their program managers/primary supervisor
- Adhere to professional standards as outlined by governmental bodies, NASW Code of Ethics (and/or other appropriate professional associations), private funding sources and Organization policies.

- Maintain active certification in QPR (Question, Persuade, Refer) or complete certification within 30 days of hire.
- Other duties as assigned to support Thrive Counseling Center.

### **Productivity Expectations**

- Document all services provided according to agency policies, procedures and quality assurance guidelines as measured in the quarterly file audit. Design and implement outcomes measurement tools and work closely with Development Director and Clinical Director to summarize data for funders.
- Contribute to the positive growth and development of the agency and team.

### **Accountability**

- Reports to the Clinical Director.
- Adheres to the policies and procedures of the Agency.
- Complies with all Child Welfare Licensing standards as well as other licensing standards applicable to position and responsibilities.

### **Qualifications**

The successful candidate will demonstrate the following:

- Experience and success working in partnership with individuals served and community organizations
- Ability to work well with a diverse group of staff and volunteers
- Success at managing a wide array of tasks and projects and an ability to thrive in a fast-paced work environment
- Master's Degree in a related mental health/educational field
- Clinical Licensure (LCPC or LCSW preferred)
- Possession and maintenance of a valid state driver license and documentation of current insurance coverage
- Experience providing clinical supervision
- Commitment to Diversity, Equity, and Inclusion and ongoing professional development in this area

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies.

- Analytical - synthesizes complex or diverse information; collects and researches data/best practices; uses intuition and experience to complement data
- Technical Skills - assesses own strengths and weaknesses; pursues training and development opportunities.
- Strives to continuously build knowledge and skills; Shares expertise with others.
- Interpersonal Skills – focuses on solving conflict; maintains confidentiality; encourages creative thinking, collaboration and teamwork.
- Professionalism - maintaining professionalism and respect in interactions with others.
- Quality - demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Effective communication, both in person and in writing.

## **Physical Demands**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee is frequently required to use hands to key, handle, or feel and reach with hands and arms.
- The employee is regularly required to sit, stand and walk.
- The employee must occasionally lift and/or move up to 10 pounds.

## **Work Environment**

- 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 the essential functions.
- The position description should not be construed to imply that these are the only duties, responsibilities, and qualifications for the position. Incumbents may be required to follow any additional related instructions, acquire related job skills and perform other related work as required.