



Counseling Manager

Summary:

The manager of the Counseling department will supervise a team of therapists in their work with clients of all ages in every stage of life. The manager is responsible for the ongoing leadership of the Counseling and Intake departments. Responsibilities include individual and group clinical supervision, and cultivating and supporting a strong clinical team. The manager creates and develops opportunities for program growth and sustainability, including opportunities to collaborate with programs across the agency and with agencies across the community.

The manager oversees the evidenced-based treatment of clinical issues including depression, anxiety, relationships and attachment, trauma, gender identity, mindfulness, self-esteem, and grief & loss. The manager is also responsible for the leadership and supervision of the Intake and Resource Connection department. Along with the Mental Health and Senior Services Director, the manager is responsible for defining clear goals and measures of success, collecting and analyzing data, evaluating outcomes, and developing and implementing strategies for continuous improvement. The manager also promotes and represents JFCS Counseling and Intake and Resource Connection to the local community.

The manager will provide feedback, support, consultation, and training for other team members and agency staff. In addition, this position carries a small counseling caseload and may have responsibility for internship development and supervision.

Salary and Benefits:

- Annual Salary – approximately \$69,000
- Competitive benefits package including medical insurance, 401(k) with match, life and long-term disability insurance, and access to other benefits including vision and dental
- Work-life balance including 37.5 hour work week, 3 weeks vacation, sick time, holidays, flexible schedule, and telecommuting when appropriate

Essential Functions/Approximate Time:

Leadership in Staff Supervision – 35%

- Provide leadership for all Counseling staff and Intake and Resource Connection staff and supervision to direct reports, including clinical and administrative supervision. Promote and model frequent feedback, performance development coaching, and holding staff accountable for meeting performance expectations. Cultivate staff engagement and participate in the recruitment, hiring, onboarding, and training of new staff. Lead regularly scheduled team meetings that foster group collaboration and supervision. Make case assignments and manage psychotherapists' and intake counselors' workloads and work flow.

Leadership in Program Management – 30%

- With support from program staff, define clear goals and measures of program success, collect and analyze data, evaluate outcomes, and develop and implement strategies for continuous improvement. Lead department staff in implementing the JFCS strategic plan. Identify and cultivate opportunities for sustainability and innovative growth through enhanced, new or expanded programs.

Direct Service – 25%:

- Assess client needs and goals, develop a treatment approach, and provide short- and long-term psychotherapy to individuals, couples, families, and groups to a caseload of clients. Possibly provide licensing supervision to licensure candidates. Provide information and referrals to clients and community. Maintain accurate and timely clinical records, correspondence and reports.

Representing JFCS – 10%

- Serve as a liaison to other agencies, community groups and funding organizations, helping to cultivate JFCS Counseling and IRC Services as a top-of-mind, trusted, top-quality service provider; thought leader; and strategic partner.

Job Requirements:

Education and Licensing

- Master's or doctoral Degree in Psychology, Social Work, or related field from an accredited graduate program
- Minnesota professional license at the LICSW, LP, LMFT, or LPCC level

Experience

- Minimum of five years of experience providing psychotherapy to individuals, couples, and family on a wide range of clinical issues
- Minimum of three years of experience hiring, training and supervising multiple staff or students, in working with evidence-based approaches to work with individual, children, adults, couples and families in a clinical setting
- Minimum of three years of experience working in program management
- Working or otherwise developing relationships with people from diverse backgrounds, such as differences related to culture, religion, financial resources, race, national origin, age, gender, gender identity and expression, sexual orientation, and abilities
- Specific expertise with certain populations (e.g., children, adolescents, couples, older adults) encouraged to apply
- Monitoring, evaluating, and reporting on outcomes

Skills and Qualities

- Sincere commitment to consistently reflecting JFCS's mission and values: compassion; inclusion; innovation; integrity; and collaboration
- Effective supervisor – in coaching, supporting, and holding staff accountable for meeting performance expectations; and in supporting staff in individual professional development
- Strategic and imaginative big-picture thinker adept at managing day-to-day operations
- Relationship builder and sustainer, with staff, clients, volunteers, and community partners
- Good listener
- Effective problem solver, including through collaboration and innovation
- Models and teaches professional boundaries
- Knowledgeable about community resources
- Strong written and oral communication skills, including communicating with staff about expectations, roles and responsibilities; and as an advocate for the agency and its programs to community members, referral sources, funders, and partners
- Proficient user of electronic health record systems for documentation and communication
- Proficient user of Microsoft Office programs, including Word and Excel

Agency Information:

JFCS is a place where you can put your values to work every day. You will be able to:

- Make a positive difference in the lives of others
- Feel energized to give your best effort and enjoy a healthy work/life balance
- Learn, grow and accomplish new things

JFCS serves and employs people of all cultures and faith traditions and highly values inclusion and diversity. Employment opportunities are available to all without regard for race, color, national or ethnic origin, religion, age, sex, gender, gender identity and expression, sexual orientation, marital status, veteran status, disability. AA/EEO

How to apply:

Please submit cover letter and resume Diana MacLennan, Human Resources Manager. E-mail HumanResources@jfcsmpls.org or apply directly at <https://www.jfcsmpls.org/about-us/jobs-at-jfcs/>. For more information on Jewish Family and Children's Service of Minneapolis, see www.jfcsmpls.org.