

Job Description Manager of Clinical and Community Services

Job Title: Manager of Clinical and Community Services (LCSW, LPC, LMFT, or equivalent)

Program/Department: Clinical Services/Counseling

Supervisor: Executive Director

Salary Range: \$75k-\$90k (DOE)

Updated March 26, 2025

Jewish Family and Child Service (JFCS) is dedicated to enhancing the quality of life and fostering self-sufficiency among individuals in both the Jewish and broader communities within the Portland metro area, guided by Jewish values. As an Equal Opportunity Employer, we embrace a diverse workplace, uphold principles of equity and justice, and strive to ensure inclusivity for all identities. JFCS is currently in a period of growth, adapting to meet both current and emerging needs within the community.

Purpose

The Manager of Clinical and Community Services plays a dual role of both leadership and direct clinical engagement, focusing on providing high-quality therapeutic services to clients. This individual is responsible for the comprehensive oversight of the Clinical and Community Services Department, managing program supervision, budget, evaluation, quality improvement, and program development in alignment with the agency's strategic plan. A key aspect of this role is delivering therapeutic interventions and building strong client relationships. An active clinical license (LCSW, LPC, LMFT, or equivalent) is required, along with a demonstrated track record in therapy, program development, supervision, evaluation, quality assurance, and team leadership. Exceptional oral and written communication skills are essential. Candidates should have at least five years of experience in a clinical setting, including a minimum of one year in a supervisory capacity.

Programs within the Clinical and Community Services Department include:

- Therapeutic Counseling for individuals, families and groups
- Information and Referral guiding clients to additional services outside of what JFCS offers.
- Community Support Services – program within JFCS providing Information and referrals to individuals in economic distress.
- Disability Services - providing services particularly to neurodivergent individuals seeking education and social activities.

Key Responsibilities

1. Advance the Mission of JFCS

- Maintain a deep understanding of JFCS services and educate the community about program offerings.
- Assist in developing programs that align with strategic objectives.

- As part of the Leadership Team, develop relationships with other community organizations and increase partnerships to better meet the needs of those we mutually serve.

2. Oversee Program Management and Service Delivery

- Develop and implement a department work plan with clear goals, objectives, budget, and measurable outcomes.
- Establish and maintain counseling and community services program policies and procedures.
- Oversee program evaluations, ensuring data collection and analysis for outcome measurement.
- Manage contracts, partnerships, and collaborations, ensuring compliance with agreements.

3. Ensure High-Quality and Ethical Clinical Services

- Provide clinical supervision to staff, interns, and volunteers.
- Maintain a structured plan for continuing education to assure clinical efficacy and align with agency priorities.
- Conduct and oversee clinical counseling, group facilitation, and workshops.
- Oversee intake assessments and client case assignments for appropriate workload distribution.
- Adhere to ethical guidelines and industry best practices, ensuring compliance among agency staff.
- Participate in regular supervision, training, and peer review processes.

4. Supervise and Support Clinical Staff and Interns

- Provide direct supervision, consultation, and mentorship for clinical staff, interns, and volunteers.
- Conduct staff and intern evaluations, setting goals, tracking performance and reporting to supervising entities when required (e.g. universities, licensing authorities).
- Initiate and coordinate recruitment, hiring, and onboarding of new clinical staff, aligned with Department and Agency budgets.
- Establish and maintain relationships with educational institutions for internship opportunities.

5. Compliance and Reporting

- Ensure timely submission of required reports and statistical data.
- Ensure timely and appropriate documentation of client records
- Provide relevant program data for grant applications and funding reports.
- Support accurate and timely billings for services in partnership with the accounting team.