

**El Paso Center for Children
Counseling Supervisor – STAR Program
Job Description**

Summary: The Counseling Supervisor is responsible for working collaboratively with the Program Director and Family Support Specialist Supervisor to ensure a high fidelity implementation of counseling and family support services as described in the approved proposal and contract awarded by DFPS. As part of the STAR program leadership team, the Counseling Supervisor will partner with the Family Support Specialist Supervisor and the Program Director to provide the entire STAR team with overall guidance, quality assurance monitoring, and training. This project is funded by the Texas Dept. of Family & Protective Services, Prevention and Early Intervention Division (PEI) and the scope of work is subject to change as needed to ensure the project's success and to meet funder requirements. Likewise, complementary changes may be made to projects or individual goals and expectations for employees based on agency/management strategic goals. This is a team project and team members are expected to be collegial, mutually supportive, and focused on excellent services to clients, fidelity to program models, and ethical provision of services.

Primary Duties and Responsibilities

1. Maintain high levels of customer service, with attention to nurturing and building relationships with clients seeking services.
2. Ensure detailed knowledge of approved grant, contract, and requirements of the funder.
3. Lead and inspire direct reports to fulfill PEI requirements and targets.
4. Arrange and participate in developing/providing ongoing staff training for continual improvement of quality of service to families and communities served.
5. Must be/become expert in all required therapeutic/educational modalities utilized by the team.
6. Conduct individual, family and crisis intervention counseling and family support sessions as defined in the contract. Conduct screening, assessment, and intakes. Services are carried out in the office and in multiple venues in the community.
7. Offer expertise and guidance individually and during group staffing to ensure all team members have opportunities to thoughtfully process their work with clients and have guidance on how to move clients forward therapeutically.
8. Partner with team members to develop and maintain relationships with referring partners and new prospects. Identify new potential referral sources and strategize how to build relationships and secure agreements with those organizations. This includes traveling to schools and other youth/family organizations and educating those potential partners on the range of program success.
9. Secure caseload of clients and ensure subordinates secure a caseload of clients sufficient to complete or exceed contract goals.
10. Working with fellow team leaders, develop and implement systems for monitoring documentation accuracy and ensuring services are being implemented with fidelity to the therapeutic/educational models/curricula being implemented. Assist the Program Director with gathering data and preparing reports to funders.
11. This role requires excellent collegial collaboration and communication, a willingness to flex to meet the needs of staff and clients, an ability to be creative in overcoming barriers to the team whether those are at the direct service level of in implementing the program as a whole. This flexibility includes in scheduling, when and where clients are seen for services and responsibilities across the leadership team and the team as a whole.
12. Manage and develop personal and employees' skills to carry out the program's goals. Create and maintain a diverse and professional work environment that emphasizes teamwork and mutual respect.
13. Ensure that corrective actions with staff, as needed, are implemented and thoroughly documented.
14. Ensure timely and accurate completion of all required paperwork regarding services and program activities to support accurate billing, excellent client services, and data management.
15. Be willing to accept interns for supervision.
16. Participate in on-call rotation of the crisis line.

17. Make appropriate referrals to community resources and seek resources to support program and families.
18. Provides crisis intervention to youth and families as needed.
19. Assist in hosting trainings, events, and participant activities.
20. Other duties as assigned by supervisor.

Skills

- Knowledge of the State’s Services To At-Risk Youth (STAR) Program.
- Outstanding interpersonal skills and the ability to relate well to diverse individuals at all organizational levels.
- A strong results orientation, openness to new ideas, and a proven ability to deliver a consistently high quality of service to both external and internal work partners.
- Excellent written and verbal communication skills.
- Problem solving skills are essential for developing creative solutions to program/personnel challenges as they arise.
- Ability to be flexible and adapt to changes in staffing, program scope, assigned tasks, and modalities utilized, setting the example for team members as changes are made.

Qualifications

Minimum qualifications for this position include:

- Must be a licensed mental health professional (LPC or LMSW minimum). Education commensurate with one of the licensures noted.
- Must have at least 3 years of professional counseling/direct practice experience and 2 years of additional experience as a supervisor.
- If not TF-CBT certified, must commit to becoming certified within 1 year.
- Exceptional computer skills, including proficiency in the use of the Microsoft Office Suite of business applications: Word, Excel, and PowerPoint.
- Good time management, organizational, and interpersonal skills, and ability to communicate effectively with individuals from all walks of life.
- Must have driver’s license, vehicle in safe operating condition, and maintain proof of current insurance at Texas minimum standards.
- Ability to read, write, and speak both English and Spanish are preferred.

Position Classification & Compensation

The Counseling Supervisor is classified as an exempt, full-time employee as those terms are defined in the Center’s HR Manual, and is eligible for employee benefits as defined for this classification.

Signature of Counseling Supervisor

Date