



Position Title: Clinical/Forensic Services Team Supervisor
Exempt/Non-Exempt: Exempt
Title this Position Reports to: Director, Clinical and Forensic Services

Job Summary:

Under the direction of the Director of Clinical and Forensic Services, the Clinical/Forensic Services Team Supervisor is responsible for managing the daily planning, work scheduling, coordination, and operational performance of one Clinical/Forensic Services Team of three to seven members. The Clinical/Forensic Services Team Supervisor provides leadership and guidance to assigned direct services staff, including but not limited to Therapist/Forensic Interviewers, Family Advocates, and Clinical Intern Volunteers. Oversees forensic and mental health services, to include but not limited to: monitoring research literature on child maltreatment to ensure Dee Norton provides best practice services to child victims; timely completion of performance evaluations and administration for staff; provides clinical and forensic training, ongoing education, and supervision regarding clients to staff; presents child mental health educational material to professionals and the community; and maintains a clinical caseload as needed. In this capacity the Clinical/Forensic Services Team Supervisor works closely with the Clinical/Forensic Services Management Team and supports internal coordination across a continuum of services provided by Dee Norton.

Job Details:

Direct Services

- Maintain forensic interviewing skills by conducting a minimum of one forensic interview per month and participating in ongoing peer review.
- Maintain clinical skills by holding a small (e.g., 1-2) case load of treatment clients.
- Administer or ensure the administration of any testing instruments and assessment tools utilized at Dee Norton.
- As a mandated reporter, make reports to the necessary law enforcement and/or social services agency.
- Work with the medical program to ensure coordination of forensic interview and medical services.
- Collect necessary data both from Dee Norton and outside agencies to support case tracking and grant reporting.
- Participate in internal case review with the clinical and medical staff on a weekly basis. Attend multi-disciplinary team meetings as necessary.
- Conduct timely documentation of all forensic and clinical services delivered.
- Provide support to Advocate staff as needed by assisting with client orientations, coordinating service delivery and ensuring proper support and assistance is provided across the continuum of services provided by Dee Norton.
- Provides clinical consultation to outside resources as appropriate.
- Maintains professional standards of practice, following professional Code of Ethics.

Supervisory/Management Responsibilities

- Manages and supervises forensic interview services. Ensures scheduled coverage and assists with coverage as needed.
- Manages and supervises clinical mental health services, including but not limited to Mental Health Assessments, Caregiver Assessments, Evidence-Based Treatment Interventions, Caregiver Support Group, and Supportive Therapy Services.
- Effectively communicates with and maintains contact with community agencies (i.e., law enforcement, social services, attorneys, etc.) and the Dee Norton Multidisciplinary Team (MDT).

- Ensure forensic interviews are conducted using established protocols (e.g. ChildFirst, NICHHD) assessing for all typologies of child maltreatment.
- Ensure assigned direct services staff provide timely documentation of the outcome of the forensic interview and/or mental health assessment to MDT partners, including information necessary for the development of plans for safety and treatment.
- Serves as a resource to staff regarding specific skill demonstration, promotion of knowledge and communications.
- Facilitates recruitment, interviewing, hiring, orientation, training, performance review, and competency of personnel for performance of job roles within the assigned Clinical/Forensic Services Team.
- In coordination with the department Director and Clinical/Forensic Services Management Team, addresses and coordinates staff training needs by developing standards and ensuring basic competencies for all staff.
- Identifies potential problem areas, objectively monitors direct reports' performance, and creatively seeks solutions to foster quality improvement.
- Provides insight into departmental activities to assist in strategic planning. Identifies performance improvement opportunities and assists leadership with implementing initiatives.
- Assists in preparing reports and data collection.
- Participates in internal projects that may include but are not limited to grant writing, research and policy formulation, and peer review. Participates in external projects addressing problems of child maltreatment, such as attending community task force or other meetings as needed.
- In conjunction with the Director of Clinical and Forensic Services, provides case supervision on triaging requests for services, case management coordination and referrals for services in the community.
- Attends and participates in weekly case review meetings, presenting cases for assigned staff members as needed.
- Maintains professional standards of practice, following professional Code of Ethics.
- Through supervision and Quality Improvement activities, ensures direct reports adhere to professional standards of practice.
- Lead weekly Clinical/Forensic Services Team meetings, daily coordination huddles, and individual supervision meetings with assigned staff as needed.

Other Responsibilities

- Adhere to Dee Norton's Vision, Mission, and Core Values.
- Stays current with latest research regarding child abuse evaluation and treatment.
- Attend appropriate training workshops and conferences.
- Ensure direct supervisor is knowledgeable about any issues that impact the safety, functioning and management of Dee Norton.
- Attend departmental and organizational meetings.
- Meet any other needs as identified by department supervisor and/or the ED.
- Abide by federal and state confidentiality and privacy requirements, as well as all Dee Norton Policies and Procedures.
- Abide by and meet all grant requirements and objectives.
- Participate in a minimum of four public awareness programs and/or fund raising events annually on behalf of Dee Norton.

Requirements:

Background Experiences

- Independently licensed mental health professional; Master's in social work, clinical counseling or relevant human services field required.
- Professional knowledge of areas of responsibility in order to direct planning and implementation of forensic and mental health services.

- Specialized forensic training and certificate from state-certified forensic training program at the USC Children's Law Center is desirable.
- Minimum of 2 years experience in supervisory capacity.
- Program coordination experience preferred.
- Working knowledge and prior experience of community resources in Charleston Tri-county area preferred.
- Other combinations of experience and education meeting the minimum requirements may be substituted.

Knowledge, Skills and Abilities (KSAs)

- Knowledge of child development, dynamics of child maltreatment, child advocacy work, and understanding of current trends in the field of prevention and community education.
- Must be able to plan, supervise and establish a professional working environment within areas of responsibility. Besides managerial activities, must possess the ability to identify problems and implement solutions for operational and organizational issues.
- Interpersonal skills necessary in order to direct and assign work to subordinates, explain organizational and department policies and procedures and communicate effectively with other professionals.
- Computer literacy and proficiency with knowledge of Excel, Word, Access, Outlook and PowerPoint necessary.
- Ability to professionally handle highly confidential information.
- Ability to work well in multicultural teams and with diverse constituencies.

Competency Profile/Core Values Alignment

- Ability to work as a team member with a strong commitment to collaborative work with both internal and external partners.
- Demonstrated ability to establish and promote positive relationships, and actively contribute to creating a highly cooperative work environment.
- Possess strong leadership and coaching skills
- Desire to continually improve and increase individual and organizational capacity.
- Ability to provide a clear and consistent vision, including aligned goals and objectives to the staff.
- Support, mentor and empower professional growth and development in co-workers, partners and staff through open and direct communication.

Physical Requirements:

In this position an employee is frequently required to stand, walk, sit and reach with hands and arms. The employee must occasionally lift and/or move up to 15 lbs. Must be able to work on a computer and/or telephone for extended periods of time.

Employee Conduct:

It is the responsibility of every employee at the Dee Norton Center to contribute to a positive work environment through: teamwork, positive, honest and effective communication, and professional interactions with co-workers, volunteers, clients and community partners.