Position Title: Clinical Manager
Education: Master’s Degree
Location: New York, New York - United States
Employment Type: Full Time
Report to: Program Director
Working Relationships: Chief Program Officer; Chief Operating Officer; Service Support Manager
Employment Status: Exempt
Number of Direct Reports: 7

Position Summary: The Clinical Manager is responsible for the daily planning, coordination, monitoring and overseeing clinical aspects of GEMS programs as well as, supervising and providing support to staff. The role of the Clinical Manager includes overseeing the clinical operations for participants and staff.

Tasks and Responsibilities: This statement of duties is for purpose of identifying this position but it is not limited to:

Key Duties:

Personnel and Management
- Manage clinical supervision and support of programmatic staff
- Provide ongoing training and ensure open staff communication on clinical related matters
- Make recommendations to the Support Services Director for staffing needs: clinical counseling; self-care approach, etc
- In collaboration with the Outcomes and Evaluations Manager guarantee that data is accurately collected and entered in our database
- Responsible for monitoring records accuracy, case files, correspondence reporting summaries, and statistics; complete necessary documentation in a timely, accurate and complete manner.
- In collaboration with the Support Services Director and Chief Operating Officer formulates operations policy/practices and generating operations decisions
- In collaboration with the Support Services Director manage emergencies
- Promote the cooperative, harmonious, teamwork environment GEMS creates within the workplace.
- Promote an atmosphere of dignity and respect in line within the philosophy, values and policies of GEMS.
- Ensure accurate, appropriate and timely completion of case notes by staff.

Clinical & Technical
- Build relationships and trust with girls and young women who have experienced PTSD
- Monitor health care resources
- Assume leadership role to achieve optimal clinical outcomes and resource utilization
- Assess emotional and mental status of the members to better determine the personalized approached and plan that should be in place for the individual
- Support the realization of participants individualized goal plans
- Document all meetings and progress on case management notes of participants activities and maintain participants records
• Respond to crisis as needed and respond appropriately to emergencies including contacting appropriate staff, interacting with police, fire, and medical personal as needed
• Serve as a role model – guiding and empowering members and facilitating appropriate behavior around daily living skills, self-care, personal interaction, social relationships and constructive time management
• Make recommendations for improving member satisfaction.
• Ensure the confidentiality of member files including medical records, if any.
• Manage the day-to-day utilization of clinic resources available in the organization

Meetings & Reporting
• Attend regular management and team meetings and other meetings, as requested.
• Prepare and present periodic reports, findings and recommendations regarding technical operations to the Management Team
• Work with the Fiscal and Program Department in the completion of contracts reporting as needed

Additional Qualifications:
• Master’s degree required in social work or related field of study.
• Eligible to work in U.S
• At least 3-5 years of prior experience working with youth required.
• At least 3-5 years of prior experience managing a holistic clinical program is required, both with direct service and in operations.
• At least 2 years of experience working with mental health related issues, complex trauma, substance abuse, court involved youth, domestic violence, HIV/AIDS related issues and crisis intervention techniques.
• Sensitivity to the needs of runaway; homeless and commercially sexually exploited.
• Supervisory experience required
• Demonstrated ability to facilitate small group process.

Job Competencies

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<tr>
<th>Attention to Detail</th>
<th>Attitude Toward Others</th>
<th>Emotional Control</th>
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<tbody>
<tr>
<td>Empathetic Outlook</td>
<td>Excellent written and verbal communication</td>
<td>Flexibility</td>
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<td>Following Directions</td>
<td>Initiative</td>
<td>Meeting Standards</td>
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<td>Multitasking</td>
<td>Personal Accountability</td>
<td>Project/Task and Goals Focus</td>
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<td>Respect for Policies</td>
<td>Team Player</td>
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Behavioral Competencies

| Adaptable | Organized Workplace |

GEMS Core Values

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<th>Development Grounded</th>
<th>Trauma Informed</th>
<th>Culturally Competent</th>
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<tr>
<td>Gender Responsive</td>
<td>Strengths Based</td>
<td>Social Justice Oriented</td>
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GEMS Principles

| Survivor Leadership | Transformative Relationship |
GEMS Residential Director

GEMS is seeking a dynamic and compassionate individual to supervise our residential team and programs. We are seeking an experienced supervisor with residential experience, with a Master's degree in Social Work or a related field to oversee our transitional independent living programs and to maintain a supportive, therapeutic, empowering environment for girls and young women ages 16-23 years who are exiting the commercial sex industry and transitioning to full independence. The Residential Director will be responsible for creating the therapeutic environment and holding all staff to high standards.

Primary Duties and Responsibilities:
- Maintain and promote the cooperative, harmonious, teamwork environment GEMS strives to promote within the workplace. Maintain and promote an atmosphere of dignity and respect in line within the philosophy and policies of GEMS to all residents and staff.
- Supervise all house staff, residential counselors and case managers and report to the Executive Director. Responsible for hiring shift counselors and providing ongoing support and training and ensuring open staff communication.
- Maintain shift coverage and ensure 24 hour supervision at the residence and ensure utilization rates are high in both GEMS residences.
- Ensure safety of residents and promote confidentiality. Comply with all Runaway and Homeless Youth regulations and Office of Violence Against Women regulations.
- Maintain thorough and accurate records, files, correspondence and statistics; complete necessary documentation in a timely, accurate and complete manner. May include, but not limited to, case management notes and progress, notations in the TIL log, bed roster, incident reports, sign-in sheets, and referrals.
- Respond to crisis as needed and respond appropriately to emergencies including contacting appropriate staff, interacting with police, fire and medical personal as needed.
- Set and contribute to a safe, therapeutic and empowering atmosphere by enforcing program policies and procedures.
- Work in collaboration with staff and members to develop programming that facilitates around life-skills, self-care, personal interaction, and healthy social relationships.
- Participate in main office events, staff meetings and collaboration with all GEMS staff and members.
- Sustain a nurturing and healthy household for all residents and staff alike.

Qualifications:
- Master's degree in social work or related field of study.
- Prior experience working with youth required. Sensitivity to the needs of runaway and homeless and commercially sexually exploited youth.
- Experience working with mental health related issues, complex trauma, substance abuse,
domestic violence, HIV/AIDS related issues and crisis intervention techniques;
- Demonstrated ability to facilitate small group process;
- Strong written/oral communication skills; proficient in the use and operation of computers and
  basic MS applications
- Supervisory experience required
- Knowledge of youth development principals

How to Apply:
Please send a thoughtful cover letter explaining your specific interest in GEMS and this position, along with a resume, to Prema Filippone at prema@gems-girls.org. Please put Residential Director in the subject line.