



## Job Description

Position:	<b>Clinical Director</b>
Status: Salary	<b>Open to Full-time, Part-time or Contract Support Up</b>
Range:	<b>to \$ 120,000 annually</b>

Established in 1963 and successfully serving the entire county, the Contra Costa Crisis Center's mission is *to keep people safe and alive and provide or connect them to culturally relevant services*. Core programs include the national 988 Suicide and Prevention Lifeline, 24:7 Crisis Line services, 2-1-1 Information & Referral services and Grief Counseling program. The Crisis Center operates with a staff of 40 and a volunteer team of nearly 60.

The Clinical Director is an exempt staff member of the Leadership Team. They provide clinical guidance, direction, and support for the 24-hour Call Center, Chat/Text contacts, agency programs and services. They report directly to the Executive Director, in conjunction with the Director of Programs and Call Center Management.

### Responsibilities

Routinely assess crisis line and grief support group operations to ensure clinical best practices and standards for client services are utilized in collaboration with managers and leads;

- Ensure client services are in compliance with county, state and federal regulatory agencies and maintain legal and ethical standards of clinical practice;
- Provide silent monitoring, quality assurance, coaching and guidance to staff and volunteers in collaboration with managers and leads;
- Create and update supervisor notes and Plans of Action for familiar contacts;
- Provide daily call review and oversight regarding moderate to high-risk suicide contacts, rescues, abusive and/or high needs contacts, contacts from minors;
- Provide debriefing and consultation for staff and volunteers;
- Participate in troubleshooting and problem solving regarding difficult contacts/cases/clients, re-training needs, and areas of concern;
- Develop and maintain up to date program policies, procedures, training manuals, accreditation documentation, and other relevant materials and forms in collaboration with the Director of Programs;
- Collaborate with other managers and leads to develop and deliver comprehensive, contemporary training and professional development with a multicultural perspective, that prepares staff and volunteers to effectively deliver services;
- Collaborate with other managers and leads to conduct external trainings on crisis intervention and suicide intervention, and grief - targeted for health care professionals, police officers, therapists, and others;

- Provide backup of 988 phone/text/chat support as needed;
- Provide co-facilitation substitution of grief support groups as needed;
- Provide mobile grief response in the community as needed;
- Participate in agency events and community outreach activities;
- Participate in maintaining a healthy, safe and supportive workplace attitude and environment for staff and volunteers;
- Perform other duties as assigned by the Executive Director.

### **Skills Required**

- Outstanding interpersonal communications skills, including the ability to speak well in public, write effectively for a variety of audiences, and to engage across differences in race, ethnicity, class and education;
- Demonstrated skill in building collaborative, successful teams;
- Strong organizational and analytic skills and ability to creatively approach problems;
- Ability and willingness to provide clinical supervision to staff and volunteers.

### **Knowledge Required**

- Maintain status as a BBS Licensed Clinician in good standing (LMFT, LCSW, LPCC, PhD, PsyD) as appropriate to degree;
- Education, experience and training related to crisis response and counseling services;
- Experience and training in customer service and/or call center environments;
- Training in cultural humility, diversity, equity, and inclusion;
- Computer/software/database literacy;
- Excellent written and verbal communication skills; experience and demonstrated ability to work with racially, culturally, and economically diverse populations;
- Commitment to personal accountability, and active participation in team building and the maintenance of a healthy work community;
- Commitment to eliminating disparities in service access for all populations.

### **Other**

- Valid California Driver's License and access to a working vehicle and current automobile insurance;
- Ability to clear a criminal background check upon hire.

The Contra Costa Crisis Center is an equal opportunity employer and does not discriminate on the basis ethnicity, race, religion, gender, sexual orientation, or disability. We enthusiastically encourage all qualified applicants to apply. Submit Resume and Cover Letter to: Elaine Cortez Schroth, Executive Director, [elainecs@crisis-center.org](mailto:elainecs@crisis-center.org)