



New York City Anti-Violence Project

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Title: Manager of the Clinical Program
Department: Client Services
Reports to: Deputy Director of Client Services

The New York City Anti-Violence Project (AVP) envisions a world in which all lesbian, gay, bisexual, transgender, queer, (LGBTQ) and HIV-affected people are safe, respected, and live free from violence. AVP's mission is to empower LGBTQ and HIV-affected communities and allies to end all forms of violence through organizing and education, and support survivors through counseling and advocacy.

PRIMARY FUNCTIONS

The Manager of the Clinical Program ("the Manager") oversees clinical programming for survivors of intersecting forms of violence in the Client Services Department. The Manager ensures quality service provision to AVP individual clients by providing direct clinical and administrative supervision of staff; program planning, development, implementation, and evaluation; data management and information tracking for internal (quality assurance and program evaluation, internal tracking and analysis, performance management analysis with staff, reports to the Board, etc.) and external reporting (media, grant contract reporting, requests for proposals, NCAVP reports, etc.). The Manager is an integral part of the Client Services leadership team, and actively contributes to the development and implementation of departmental strategic goals that support the agency's strategic plan.

DUTIES AND RESPONSIBILITIES

Supervisory and Management

- Supervises clinical staff to provide administrative and clinical support.
- Provides back-up supervision to all Client Services staff, in support of the Director and Deputy Director of Client Services and Manager of Economic Empowerment and Client Advocacy Programs.
- Completes annual evaluations for all direct reports in a timely and accurate way that promotes staff professional development and organizational functioning.
- Provides technical assistance, guidance and support to all Client Services staff and interns through case conferences and other substantive discussions.
- Coordinates recruitment, screening, and selection of social work interns for Client Services. Provides direct and/or task supervision to Client Services interns and assigned volunteers.
- Collaborates with fellow Client Services leadership team members to develop, implement, and evaluate policies, procedures, and protocols for Client Services and other departments, as appropriate.
- Ensure that all department documentation and reports, including grant reports are accurately completed.
- Develop and manage relationships with key internal and external stakeholders. Travel, as necessary, throughout the five boroughs and sometimes New York State or nationally, to attend and present at meetings and conferences, as appropriate.

Program Development

In collaboration with CS Leadership team, support the design, development, implementation, and sustainable operation of innovative and responsible approaches to direct service work responsive to emerging needs of survivors of violence within LGBTQ and HIV-affected communities, which are informed by AVP's trauma-informed, anti-oppressive, and harm reduction approach:

- Conduct formal and informal needs assessments to identify emerging needs of survivors of violence within LGBTQ and HIV-affected communities.
- Develop innovative and responsible service models to address those identified needs.

- Develop program evaluation mechanisms to identify and implement impact measurement for Client Services programming.
- Develop, facilitate, and manage mission-related training and research, coordinating with the Community Organizing and Public Advocacy (COPA) department.
- Participate in collaborative and coalition work related to AVP's mission; establish and maintain appropriate linkage agreements and referral relationships with relevant community organizations and other resources, in compliance with agency organizations.

Direct Services to Clients

- Provide direct case management, advocacy, crisis intervention, and counseling to clients.
- Provide back-up services, in support of the Client Services staff and interns.
- Provide support for AVP's hotline during business hours and on a monthly rotating basis, overnight/weekends as Clinical Back-Up.

Program-Related

- Attend and actively participate in daily clinical case conference meetings, weekly supervisions, and monthly department and full-staff meetings and discussions.
- Attend and actively participate in in-service trainings and external trainings/seminars as appropriate, as well as AVP's annual all-staff retreat.
- Support agency-wide anti-oppression process, including joining and actively participating in at least one working group.
- Assist with and attend AVP signature events, including AVP's annual Courage Awards Gala and various Pride events.

Other Duties as Directed by Supervisors

QUALIFICATIONS

- 3-5 years of directly related experience required including: clinical and task supervision to staff and interns; coalition building and coordinating, group design, development, facilitation, and evaluation; project management; and leading a team.
- LMSW or comparable license, LCSW and SIFI-certified strongly preferred.
- Proficiency required in digital case management systems, experience in Social Solutions' Efforts to Outcomes (ETO) program a plus.
- Strong project management skills required, including demonstrated success in time/task/workload management around multiple projects and deadlines.
- Proven ability to engage and effectively train diverse constituencies with varied learning styles, experience, and approaches to the work.
- Demonstrated commitment to professional development and skill building for staff.
- Demonstrated commitment to working to end violence within and against lesbian, gay, bisexual, transgender, queer, and HIV-affected communities.
- Demonstrated commitment anti-oppression work.
- Excellent written and oral communication skills.
- Bilingual proficiency in Spanish preferred.

SALARY & BENEFITS

This is an at-will, exempt position with a salary range of \$60,000 - \$65,000. Hours are 10am – 6pm, Monday through Friday. This position is based in the AVP office in Manhattan, but is currently remote due to COVID-19.

Good benefits and working environment. Benefits include, but are not limited to, paid time off amounting to over 5 weeks in first year of employment plus generous sick time, medical, dental, vision, life, and disability insurance, 403(b) retirement investment plan (employee contribution only), flexible spending accounts for medical and transit costs, pooled sick leave, paid family leave, and flexible/remote work options.

TO APPLY

Upload your cover letter and resume to <https://bit.ly/avpishiring> by April 16, 2021.

No phone calls, please. Candidates will be notified if we are seeking an interview; because of the high volume of responses it will not be possible to respond to all inquiries.

AVP is committed to providing equal employment opportunity to all qualified individuals and endeavors to hire individuals of diverse races, colors, creeds, ethnicities, religions, genders, gender identities or expressions, ages, sexes, sexual orientations, national origins, disabilities, and citizen, marital, veteran and HIV statuses.