

Family Services Supervisor

Supervisory Responsibilities: Advocates, Family Care Coordinator, Intake & MDT Coordinator, Bachelor's Social Work Interns

Essential Functions

Caregiver Therapy (35%)

- Provides evidence-based, trauma-informed counseling to nonoffending caregivers of child sexual abuse victims.
- Provides educational and support services to nonoffending caregivers.
- Assists in the implementation and planning of support groups for children and/or nonoffending caregivers.
- Maintains knowledge of therapeutic techniques and practices.
- Accompanies nonoffending caregivers to court and applicable court orientation sessions for the purpose of providing emotional support.
- Provides follow up contacts with caregivers at 30-day, 6-month, and 12-month intervals to provide additional support, referrals if required, respond to questions, and attempt to assure that the caregiver is stable.

Planning and Evaluation (25%)

- Builds understanding of the CAC mission to develop and advance goals and strategies for Family Services needs.
- Gathers data and analyzes trends to understand operational performance and client needs, reviewing current services and programs for effectiveness, overseeing implementation of existing programs, assessing new program needs, assisting in creation of new programs and expanded services.
- Is conversant with NCA Standards for children's advocacy centers and agency policies, protocols, and procedures.
- Co-chairs internal Global Capacity Building Council and works to ensure CAC is meeting the diverse needs of marginalized and underserved populations in Kent County.
- Oversees records release of confidential information, as appropriate, when requested and/or subpoenaed.
- Monitors and makes adjustment to Family Services expenses, which ensures a balanced budget.

Staff Relations & Support (35%)

- Fosters healthy morale among staff. Makes staffing decisions to support goals and work of the Center.
- Prepares and leads Clinical Staff Meetings to review cases with direct services staff as necessary and provides in-house training opportunities.
- Provides Supervision: Assists advocates, case manager, and support staff and interns in establishing their individual development plans and goals; provides guidance and support to staff in achieving goals; and ensures coverage for all needed services.

Educational Requirements and Qualifications

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Master's degree in social work, counseling, psychology, or a related field; maintains limited licensure from the State of Michigan in respective discipline.
- Minimum 2 years of client services experience as clinician in a human services setting.
- Ability to manage client services staff and provide positive leadership both by modeling professional behavior and communication and by verbal communication.
- Understanding of dynamics of sexual abuse, trauma exposure and responses, and therapeutic techniques utilized to address those issues.
- Ability to relate to children and adults of all ages, races, ethnicities, and socio-economic backgrounds; professionals across multiple disciplines; and individuals in crisis situations.
- Basic computer knowledge for purpose of documentation.

Preferred Experience:

- Minimum 2 years of supervisory experience in a human services setting.
- Experience conducting trainings and providing education for staff and peers.
- Bi-lingual fluency in English and Spanish.