



**Title:** Associate Clinical & Volunteer Coordinator of Adult Programs (WH)  
**Status:** Full Time Exempt  
**Reports to:** Senior Clinical & Volunteer Coordinator of Adult Programs

**Job Description and Specific Duties:**

Diverse job responsibilities that include coordinating Adult Programs, including support groups; assisting the team and Senior Clinical & Volunteer Coordinator with all of their duties including group, education, training, volunteer coordination; conducting groups and pre-group appointments; training volunteers; assisting with data management and participating in Med-Ed presentations.

**Qualifications:** Master's degree in Mental Health or related fields with experience working in bereavement and/or trauma-focused programs with adults; warm and personable; strong organizational, writing, public speaking skills. Systems and detail-oriented, strong interest in working with grief and loss.

**Specific Duties:**

Administrative Responsibilities

- Attend weekly 1:1s; clinical team meetings; quarterly team retreats
- Attend monthly all-staff meetings
- Maintain team calendar
- Attend agency events such as: Run for Hope, Volunteer Luncheon, House of Hope Gala and additional events as needed

In-House Support Groups

- Conduct phone pre-intakes (PPIs) and pre-group appointments (PGAs)
- Conduct in-house grief support groups
- Create and maintain administrative group and department files
- Collaborate with Senior Clinical and Volunteer Coordinator in overseeing Adult Grief Support Group services by managing group needs as well individual group member needs
  - Make referrals to individual therapy/other types of support as appropriate
  - Respond to telephone and email concerns from group members
- Coordinate waitlist groups (including maintaining calendar/schedule and binder, emailing waitlist-members regularly) and lead "While You Wait" workshops as needed
- Develop new activities/poems and update existing ones to be used in groups

Data Management

- Oversee/assist with all adult team data management, including collecting data from team members and preparing clinical figures for Board Report
- Participate in agency-wide data management process improvements and comparative Board Report

- Calculate and tabulate Volunteer Contributed Services for the annual Board Report
- Evaluate and update playbooks and activity books as needed
- Be informed about competitive/collaborative adult grief support programs through the service area
- Ensure that group surveys (pre/mid/post) have been administered per protocol and collaborate with Senior Clinical and Volunteer Coordinator in dissemination of the provided feedback

#### Volunteer Group Leaders and MSW Interns

- Recruit, interview, and train volunteer group leaders
- Track and oversee group leader concerns
- Provide individual consultation to group leaders as needed
- Update training materials as needed
- Interview, train and supervise one MSW student per school year
- Conduct bi-weekly supervision to group leaders as needed

#### Education

- Participate in In-Service Trainings about the agency and grief support for therapists, social workers, graduate students, school personnel, clergy, medical professionals, educators, nursing home administrators
- Facilitate Medical Education trainings as needed

#### Outreach/Networking in the community

- Continue to establish OUR HOUSE as a leader in the field by establishing and enhancing professional connections within the community
- Initiate and respond to outreach calls with therapists, agencies and schools

#### On-Site Grief Response

- Respond to requests from businesses and agencies in community for short-term grief support as needed

#### Professional Development

- Remain current with latest theories and bereavement research; maintain a working knowledge of significant developments and trends in the field of adult grief support
- Attend conferences and continuing education to increase skills and knowledge
- Share knowledge obtained with other clinical team members

*The above descriptions are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of this position, but they are intended to describe the general nature and level of work being performed by this position.*