



**Title:** Senior Clinical and Volunteer Coordinator  
**Status:** Full-Time Exempt  
**Reports to:** Clinical Director of Adult Program

**Job Description and Specific Duties:**

Key member of the agency's clinical team, with diverse job responsibilities that include coordination of adult grief support groups with pre-group appointments and assessment, and volunteer supervision, volunteer process coordination and oversight as well as Continuing Education (CEU) presentation.

**Qualifications:** License or license eligible. Master's degree in social work or psychology related field required

**CLINICAL COORDINATOR**

**Specific Duties:**

In-House Support Groups

- Conduct adult grief support groups
- Conduct phone pre-group appointments and in-person pre-group appointments
- Communicate with Operations team regarding needs for data entry
- Set up and maintain group files
- Maintain contact with prospective group members on the waitlist
- Coordinate and set up new groups for adult program (communicate with leaders/group members)
- On-going communication with current group members as clinically indicated
- Respond to telephone and email concerns from group members
- Make referrals to individual therapy/other types of support as appropriate
- Develop new activities and resources for use in group
- Maintain, and expand poem resources and approve submissions from group leaders and group members

Volunteer Group Leaders

- Recruit, interview, and train volunteer group leaders
- Conduct bi-weekly volunteer group leader supervision
- Meet monthly with fellow Senior Clinical Coordinators to develop the Supervision Agenda
- Provide oversight of individual volunteer group leader/s performance, individualized skill building as appropriate and on-going consultation as needed

Supervisory, Strategic and Administrative Responsibilities

- Supervise Associate Clinical & Volunteer Coordinator as well as MSW interns if and when available at Woodland Hills

- Oversee new hire orientation, weekly supervision as well as oversight and support of direct report performance needs
- Submit necessary Time Sheets and organizationally required documentation (including but not limited to performance reviews) on a timely basis
- Regularly liaise and proactively update Clinical Director on staffing as well as programmatic issues, inquiries and concerns
- Actively collaborate with Clinical Director and all appropriate parties to problem solve identified issues of concern.
- Participate in devising, updating and designing policy and practice guidelines that meet standard of care
- Participate in screening and hire of new positions and collaborate with Clinical Director in onboarding of new staff
- Collect data and prepare clinical figures for Board Report and Contributed Services
- Attend weekly clinical and team meetings, monthly all-staff meetings, huddles, and annual retreats
- Participate in individual supervision with Clinical Director
- Attend agency events including Run for Hope, Volunteer Luncheon, House of Hope Gala as well as additional events as expected
- Update and maintain the Adult Clinical Team Playbook to reflect up to date practice
- Function as the Adult Team APRICOT data system “superuser” in collaboration with the Director of Development.

#### Education

- Community education
  - Outreach for opportunities to speak at community events
  - Conduct presentations as needed
  - Conduct Workshops
- Create handouts and articles for professional and public distribution
- Facilitate Medical Education trainings as needed

#### Outreach/Networking in the community

- Initiate and respond to outreach calls to therapists, agencies, and schools

#### On-Site Grief Response

- Respond as needed to request from businesses and schools in community re: grief in the workplace

### **VOLUNTEER COORDINATOR**

#### General Duties

- Maintain volunteer coordination process
- Communicate regularly with all staff regarding volunteer needs

#### Volunteer Outreach and Recruitment

- Collaborate with Development team in the area of Volunteer Outreach and recruit for both English and Bilingual English/Spanish volunteers including social media campaigns, events, word-of-mouth and other methods used for recruitments
- Continually assess volunteer data
- Respond to all volunteer opportunity inquiries

### Volunteer Screening and Training

- Oversee the operations of the volunteer screening and training, including review of applications, phone screenings, interviews and training

### Volunteer Management, Training, and Sustainment

- Coordinate and oversee volunteer process, from recruitment to training to appreciation and sustainment
- Develop practice guidelines to structure staff involvement with screening and training
- Initiate the planning and scheduling of volunteer training and training materials in coordination with the Clinical and Operations teams
- Oversee maintenance of fingerprinting and other screening records for all volunteers with appropriate Operations staff
- Devise and update Volunteer Coordination Playbook that incorporates the entire continuum of Volunteer Coordination process from screening, interview, training, onboarding, supervision, and documentation of ongoing work with volunteers

### Volunteer Appreciation

- Assess and coordinate providing ongoing volunteer appreciation
- Partner with Development and Operations staff on coordinating volunteer appreciation activities including April volunteer appreciation month and end of year holiday appreciation luncheon event

### Data Management Responsibilities

- Track and analyze volunteer applications, trainees, and volunteers through the screening process as well as volunteer group leader retention

### **CEU Coordination and Presentation**

- Co-present in three-day Grief Intensive CEU twice a year in collaboration with the Clinical Director of Child & Adolescent Program
- Sustain, restructure, and grow the CEU program in collaboration with the Clinical Director of Child & Adolescent Programs
- Establish a formalized and documented process for the Adult Grief portion of CEU program. Develop and document a systematized practice guidelines for the presentation
- Devise and update appropriate training materials as well as resources as appropriate
- In collaboration with Clinical Director of Child & Adolescent Programs and Operations Team ensure proper licensing paperwork is up to date and presentation materials adhere to the required guidelines for granting CEU
- Data Management Responsibilities: Track and analyze all CEU activities and evaluations to inform program development

*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.*