



Title: Clinical & Virtual Program Coordinator-WLA
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, pre-group appointments and assessment, volunteer supervision, on-site grief response (OSGR) and Virtual Program coordination across locations for all adult programs. Job responsibilities include but are not limited to completion of a minimum of 6 pre-group appointments and assessments per week, running a minimum of 2 support groups at any given moment in time and providing volunteer supervision. In addition, the expectation is to work no more than 3 evenings per week with staggering schedules (in collaboration with the Adult Team) to have clinical staff presence within the office during evening hours.

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 (minimum 2 groups at a time)
- Be available for practice needs in person in the office minimum 2 evenings per week
- Participate in the rotation of supporting 218 Intake process, assuming clinician on duty (COD) coverage as well as participating with evening on call (EOC) shifts
- Conduct phone and in-person pre-group appointments (minimum 6 per week)
- Communicate with Operations team regarding needs for data entry
- Set up and maintain group files in collaboration with Operations Team
- 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 & group leaders
- 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 staff, group leaders and group members

Volunteer Group Leaders

- Recruit, interview, and train volunteer group leaders
- Conduct bi-weekly volunteer group leader supervisions (minimum 2 supervisions)
- Implement the newly devised annual evaluation and systematized record keeping for each Adult Team volunteer with all their documents in one centralized place for increased organizational accountability and intentional documentation of coaching/support and personnel issues.
- Provide oversight of individual volunteer group leader's performance, individualized skill building as appropriate and on-going consultation as needed

Virtual Program

Sustain & grow the Virtual Program:

- In collaboration with Clinical & Community education coordinator (WLA) as well as Clinical coordinators from all locations help establish and oversee a full OUR HOUSE presence offering of Adult Virtual Program currently making up approximately 25% of OH groups offered
- Establish a formalized and documented infrastructure that is captured in a Playbook.
- Coordinate and oversee the volunteer process, from training, to providing ongoing support and oversight that meets the specific needs of the Virtual Program
- Data Management Responsibilities: Track and analyze all Virtual Program activities to inform program development. Provide a better understanding of where grief support services are needed when conversations of growth occur.
- Communicate and regularly collaborate with Director on program needs and program development
- Represent Virtual Program and keep all staff informed about the program

On Site Grief Response (OSGR) COORDINATOR

- Respond as needed to request from businesses & schools in community re: grief in the workplace
- Sustain, restructure, and grow the OSGR program with volunteer support
- Establish a formalized and documented process for the OSGR program. Develop and document a systematized practice guideline for the OSGR program
- Devise and update appropriate training materials as well as resources
- Utilize currently trained volunteer pool to support the OSGR program
- Coordinate and oversee the volunteer process, from training, to providing ongoing support and oversight
- Respond to requests from businesses, community agencies and schools in the community regarding grief in the workplace
- In collaboration with the identified agency, confirm that safety support for OSGR attendees is available during and after the OSGR
- Communicate and regularly collaborate with all staff regarding OSGR program
- Data Management Responsibilities: Track and analyze all OSGR activities to inform program development

Outreach/Networking in the community

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

Administrative and Supervisory Responsibilities

- Participate in screening and hire of new positions and collaborate with Clinical Director in onboarding of new staff
- Attend weekly clinical and team meetings, monthly all-staff meetings, huddles, operations/clinical meeting & annual retreats
- Participate in individual supervision with Clinical Director
- Actively collaborate with Clinical Director and all appropriate parties to problem solve identified issues of concern.
- Attend agency OUR HOUSE 5K, Volunteer Luncheon, House of Hope Gala events and additional events as expected
- Update and maintain the Adult Clinical Team Playbook to reflect up to date practice in your areas of responsibilities

OUR HOUSE CORNERSTONE STATEMENT

- Support and be accountable to OUR HOUSE's Cornerstone Statement, which delineates core workplace and organizational values and behaviors upheld by each staff member:

A work culture where a sense of calm and safety is cultivated, proactive behavior is encouraged, and reactivity is tempered. Individuals are valued for their unique skill sets, forming a collaborative, team-centered environment where creativity and new ideas are welcome. Communication is honest and open while boundaries are upheld and where each voice is heard. We understand conflict resolution as an inherent aspect of creating this work environment and hold ourselves accountable to this initiative. Together with goodwill we address any conflicts through grace, professionalism, and respect to ensure integrity and confidentiality of process.

We thrive when we are empowered to make decisions, our identities are honored, our experience is trusted rather than micromanaged, and ownership of our personal care is respected. We are committed to the principles of justice, equity, diversity, and inclusion. Inclusivity is an intrinsic part of our mission, and we hold ourselves accountable to an anti-racist and anti-oppressive workplace. We acknowledge and respect individual communication, work styles, and values. These are informed by one's culture, family, and full life experience.

Our actions and intentions are heart centered, exemplified by our commitment to working with, listening to, and understanding each other and our community. We nurture humor and a sense of playfulness alongside a deep reverence and respect for the pain of grief.

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.