



POSITION DESCRIPTION

6/22/2022

Job Title: Clinical Program Manager (LICSW, LMHC, LMFT)

Employer: Panza dba Quixote Communities, a 501c3 nonprofit

Location: Thurston, Pierce, and Mason Counties.

Application Deadline: Open until position is filled.

Mission and Vision:

Quixote Communities is a nonprofit corporation whose mission is to provide permanent supportive housing for people experiencing homelessness. We create and manage tiny home villages that foster community, encourage personal growth, and promote access to care and services.

Our vision is to create a community safely housed, a path to stability, and a better quality of life.

Who we are:

At Quixote Communities, we strongly believe that everyone deserves safe and affordable housing. We work to provide housing for our community members experiencing homelessness in Thurston, Pierce and Mason counties in Washington. We manage tiny home villages that offer communal living with rich peer mentorship and support. Our staff work side-by-side with residents to help them reach their individual goals and to connect them with various community services. Our villages provide recovery housing, offering our residents a supportive environment in which to pursue a clean and sober lifestyle.

We have successfully operated Quixote Village, in Olympia, for 10 years. We opened our second village in Orting, in May 2021 and we are on track to add our third village in Shelton in 2023. The Orting and Shelton Villages are devoted to housing veterans, while our Olympia Village is open to all qualified applicants.

Job Summary:

The Clinical Program Manager (CPM) provides high-level culturally competent and recovery-oriented management and oversight of counseling services for residents of Quixote Communities. Works with interns, and partners with third-party behavioral health providers, staff, and residents to develop and implement person-centered, holistic, and recovery-oriented care plans. Performs services in compliance with agency policies, as well as contract and regulatory standards, and requirements.



Under the supervision of the Executive Director, the CPM consistently demonstrates a high level of clinical performance, leadership, and organizational skills. The CPM is responsible for providing clinical review and supervision of behavioral health interns and their services provided.

Compensation and Benefits:

This is a full-time, permanent position. The salary starts at \$65,000, depending on experience and qualifications.

Quixote Communities offers a competitive benefits package that includes:

- Health & Wellness
 - Medical Coverage
 - Dental Coverage
 - Vision Coverage
 - Health Savings Account - \$2,000 per year (Company Paid)
 - Short Term Disability
 - Long Term Disability (Company Paid)
- Financial Wellbeing
 - Competitive Compensation Packages
 - Life Insurance (Company Paid)
 - Accidental Death & Dismemberment Insurance (Company Paid)
 - Retirement and Financial Planning Services
- Career Development and Growth
 - At QC, training is one of our highest priorities. We provide company-paid professional training for various skills, certifications, and continuing education.
 - Professional development opportunities are available 24/7 on our online learning platform.
- Work-Life Balance
 - Paid Time Off - Vacations, Illness, Personal Days, Etc.
 - 15 vacation days per year with annual accrual interests, paid sick leave, 11 paid holidays.
 - Flexible work schedules to promote a healthy work-life balance.
 - Employee Assistance Program - assists employees with personal problems and/or work-related problems that may impact their job performance, health, mental and emotional well-being.

Working Conditions:

Hour worked: Full Time – 40 hours per week

Location of offices: Olympia Village in Olympia, Orting Veterans Village in Orting, and Shelton Veterans Village in Shelton (coming in 2023).



Other Conditions Include:

- Regularly required to walk; use hands and fingers to feel, handle, or operate objects, tools, or controls; and reach with hands and arms.
- Must occasionally lift and/or move up to 20 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- Work is performed primarily in an office setting. The noise level in the work environment is moderate.

Minimum Qualifications:

1. **Education:** Master's degree in a related field of counseling, psychology, or social work.
2. **Training:** 1-3 years of clinical experience providing screenings, crisis intervention services, conducting clinical intake assessments, or providing clinical supervision.
3. **Technology:** Competency in using Microsoft Office and other relevant software for word processing, calendaring, email, and data entry. Ability to efficiently research and perform various tasks via multiple online databases.
4. **Licenses/Certifications:** Current professional license in the State of Washington to provide services in a related field of counseling, psychology or social work (LICSW, LMHC, LMFT). Must have a valid current Driver's license and must be insurable under the agency's auto policy. If using a personal vehicle, must have a current auto insurance policy with appropriate coverages. Must have a vehicle or reliable transportation to fulfill all job duties.
5. **Other:** Must satisfactorily pass a criminal history check and have a clean driving record.

Responsibilities and Duties:

- Provides clinical supervision for a minimum of four (4) to six (6) Master's Degree student interns, which includes screening referrals for an appropriate placement, conducting and supervising individual, group, and family/sponsor counseling sessions. Participates in hiring, training, supervision, and evaluation of Interns with the Program Supervisor. Coordinates care with interns and outside agencies. Works with interns to review treatment plans and resident progress.
- Determines treatment plans and goals with each resident. Completes and submits all treatment documents on residents by assessing core and contributing problems, setting treatment outcome goals, and updating progress toward achieving mental health markers. For example:
 - Interpersonal Relationships
 - Self-Care
 - Conflict Resolution



- In coordination with the Program Supervisor, screens applicants for admission into site with consideration to contracts and the safety of the current resident population.
- Trains staff on appropriate interview techniques, counseling, and coping techniques to motivate and engage residents to participate in program services from orientation throughout the residency.
- Provides individual and group counseling services using various therapeutic modalities utilizing supervision and psychiatric consultation when appropriate.
- Provides integrated and holistic services to meet the range of clients' whole-health care needs based on recovery and wellness principles.
- Demonstrates a high level of clinical knowledge and skill in providing face-to-face, telephonic, electronic, and chat-based clinical supervision.
- Meets the ethical and clinical standards in compliance with accrediting bodies such as State, County, and City standards, including meeting expectations of the applicable systems.
- Promotes a culture of cooperation and collaboration with other cross-functional departments, community agencies, hospitals, mental health consumers, and the public at large.
- Attends team meetings, in-service training, supervision, and other quality assurance training.
- Responsible for providing clinical consultation to non-assigned staff in the absence of the Program Supervisor.
- Provides quality assurance measures in monitoring assigned Interns.
- Per agency policy and system standards, prepares concise, complete, and accurate progress notes and program documentation.
- Completes all of the required documentation and reports relevant to public payors, such as Medicaid, and other third-party payors, such as private insurers, in a timely manner.
- Responsible for reporting any staff or program concerns/issues to the Program Manager.
- Assists in planning staff meetings, clinical staff training, and staff development functions.
- Provides team backup to case coverage as needed.
- Assists in administrative tasks as needed.
- Other job-related duties as assigned by management.

Knowledge, Skills, and Abilities:

- Support the mission, beliefs, and values of Quixote Communities. Must be passionate, committed, and possess a strong desire to help people experiencing homelessness.
- Engages with diverse populations in a culturally responsive manner.
- Demonstrates a commitment to the values of equity and inclusion by honoring and celebrating diverse characteristics and expressions of personal identity.



- Knowledge of various mental health treatment modalities and recovery-based services principles, including de-escalation, Dialectical Behavior Therapy (DBT), Cognitive Behavior Therapy (CBT), and Trauma-Informed Care.
- Knowledge of current social/economic problems, interview techniques, individual and group behavior, and basic personnel supervision techniques.
- Demonstrated expertise in management, including ability to establish and manage files, understand and comply with multiple contracts and reporting requirements, and perform all the administrative functions of a behavioral health program.
- Ability to work as a team member with professional and support staff; analyze and draw conclusions from case records; apply casework principles to individual situations, and exercise judgment and organize multiple tasks.
- Ability to develop/monitor treatment plans and job performance criteria.
- Ability to develop and maintain community resources.
- Ability to communicate effectively orally and in writing.
- Knowledge of Washington Administrative Code (WAC) for group care.
- Ensures HIPAA compliance standards for the agency.
- Ability to effectively manage conflicts, solve problems, work under pressure, meet deadlines, and handle the unexpected.
- Ability to work effectively with diverse clients with a broad spectrum of assets and needs, particularly mental health and substance use, while maintaining health boundaries.
- Demonstrates knowledge and competency in providing service linkage and referrals for programs/services and other community resources.

Diversity, Equity, and Inclusion:

QC welcomes, honors, and celebrates our clients, colleagues, and communities' diverse identities, histories, knowledge, languages, and cultures. Our organizational values shape our work individually and collectively, as we prioritize people's belonging and achievement. We work on challenging, altering, and ultimately dismantling interconnected structural and historical oppression systems. We collaborate with community stakeholders and partners to develop policy and decision-making frameworks that advance racial equity.

Equal Employment Opportunity:

QC is committed to creating a diverse and inclusive work environment. As an organization on a journey towards becoming anti-racist and anti-oppressive, we are committed to equitable hiring practices. As an equal opportunity employer, QC does not discriminate against employees or applicants based on race, ethnicity, cultural identity, creed, citizenship status, national origin, ancestry, gender, genetic information, sexual orientation, gender expression or identity, age, religion, pregnancy, physical or mental disability, marital status, parental status,



veteran status, or any other characteristic protected by law. Individuals who identify as Black, Indigenous, People of Color, immigrants, refugees, LGBTQIA+, Disabled, are/have been system-impacted, and other people from traditionally underrepresented communities are encouraged to apply.

Reasonable accommodations may be made to enable individuals with disabilities to apply for this position or perform the essential functions. Our commitment is to assess our current systems and create more opportunities for access and inclusion. To request accommodation or support, please email jaycie@quixotecommunities.org.

Application process:

Send cover letter and resume to:

Quixote Communities
3350 Mottman Road SW
Olympia, WA 98512

Or email to: ken@quixotecommunities.org

For more information about Quixote Communities, go to www.quixotecommunities.org