

Counseling Program Manager Job Description



Position Title: Counseling Program Manager

Reports to: Director of Mental Health

Position Type: In-Person with some hybrid flexibility

Hours: Daytime Monday through Friday, many evenings and Saturdays required.

Location: Sacramento, CA

Salary & Benefits: \$68,640 salaried - 40 hours per week. Organization covers 90% of Kaiser medical insurance, Guardian Dental & Vision. Flexible Spending Account (FSA) for medical and childcare, Short Term Disability and Life Insurance. 120 hours of PTO per year- 16 hours additional every 2 years of employment, Additional Health-Related time off earned at 1 hour per 17 hours worked, and 21 Paid Holidays a year.

To Apply (only complete applications will be considered): Email your 1) Résumé/CV, 2) The names and contact information of three references, and (3) your choice of: a cover letter, short (3 slides) presentation, or a short video (3 mins max) introduction, describing your interest and qualifications:

Malakai Coté, Executive Director
3823 V Street, Sacramento, CA 95817
Malakai@ghcmail.org

Application Closing Date: September 23rd, 2024

About the Gender Health Center

The Gender Health Center (GHC) is a trans and Global Majority/led nonprofit organization located in Sacramento, CA. The GHC is dedicated to ending the pathologization of trans people and creating more equitable access to healthcare and resources through our programs, training, and direct services that prioritize the wellness and joy of Queer, Transgender, Black, Indigenous, People of Color (QTBIPOC). Our unwavering dedication lies in fostering radically hopeful, safer, and healthier futures for transgender, non-binary, and gender-expansive people across all intersecting identities. The GHC provides access to affirming healthcare, counseling, and community programs that address our unique needs. Services provided by GHC include a free hormone clinic, mental health counseling, Mental Health Counseling Training Program, support groups and culturally specific community programs, HIV and STI testing, harm reduction, legal assistance, advocacy, and resource referrals.

The Counseling Program Manager, reporting to the Director of Mental Health, is responsible for supporting the daily operations and development of the Gender Health Center's Mental Health Counseling Training program. This role also involves leading the recruitment, training, support, and management of Counseling trainees, Associates, and other clinical volunteers. As a qualified mental health professional, the Counseling Program Manager will also provide individual, group, relationship, and family therapy, utilizing Queer-Informed Narrative Therapy and other liberatory counseling frameworks. The Counseling Manager is expected to maintain a high degree of professional competence and integrity, the highest possible ethical standards, and to function as an integral part of an overall GHC team. In all of their work, they should uphold a commitment to anti-oppression and liberation values and prioritize the needs of QTBIPOC community members.

Typical Duties Include and are not limited to:

Mental Health Training Program

- Coordinate all aspects of recruiting, hiring, onboarding, and training new trainees and interns twice a year (late spring and fall)
 - Create and maintain a streamlined process for recruiting, hiring, and onboarding/training, and off-boarding trainees
 - Operationalize and document these processes for easy access by other/future staff
 - Manage technical and software onboarding and offboarding for all staff and trainees
- Coordinate trainee background checks and live scan processes and ensure proper storage and maintenance of confidential records/files
- Serve as the liaison between the GHC and university counseling and social work training programs providing timely updates when requested
- Create, review, and renew policies and procedures for the the Mental Health Department
 - Update Google Workspace documents and websites when relevant changes occur
 - Maintain a physical copy of Counseling Program procedure manual on-site
 - Maintain and provide yearly updates on the GHC Clinical Supervisor website
 - Review and provide yearly updates and revisions to online forms and paperwork in the mental health program
 - Help create, execute, and then utilize participatory evaluations to inform revision of current programming and development of future programming

- Support the development and implementation of all mental health programs and services
- Provide task supervision for counseling trainees, including providing administrative support
- In collaboration with the Director of Mental Health, pair trainees with volunteer clinical supervisors
- Conduct weekly and quarterly auditing of records in conjunction with supervisors, trainees, & relevant staff
- Ensure that trainee counseling notes are completed accurately and timely (within 48 hours of session completion)
- Assist trainees in learning how to appropriately screen new community members interested in pursuing mental health services at the GHC
- Provide ongoing technical assistance for software-related inquiries, errors, and continuity
- Serve as point of contact for questions related to the Mental Health department
- Collaborate with the Operations Manager/Front Desk to handle and/or assist with all incoming Mental Health Release of Information Forms
- Provide on-site support during evening peer and clinical groups and trainee individual counseling sessions
- Develop and maintain mentorship systems to support new mental health providers

Clinical Care Responsibilities

- Complete counseling appointments (at least 4 appointments /week)
- Facilitate and/co-facilitate group counseling sessions
- Respond to community member requests for information and assistance in a timely manner (within 72 hours max)
- Screen new community members seeking counseling and letter assessment services in a timely manner
- Complete and close counseling notes (within 48 hours max)
- Complete letters of support for gender affirming surgery within 2 weeks after the assessment appointment
- If pre-licensed, receive weekly clinical supervision from a licensed mental health provider

Community Outreach & Training

- Conduct community outreach events such as tabling at events and/or providing presentations/workshops within the community (at minimum 4 per year)

Program Development & Evaluation

- Assist the Director of Mental Health in assessing and evaluating the current programming and re-design/re-launch as appropriate
- Collect community member service provision data and analyze the information to help inform program improvements
- Assist the Director of Mental Health with data reporting for grant deliverables
- Assess and evaluate community reported needs and design and implement programming in support of those needs
- Ensure BBS/HIPAA/legal compliance in ways that minimize risk and stay true to the organizational values of GHC
- Connect and coordinate with other program managers and program directors to continue to integrate counseling with other GHC services
- Increase capacity of Gender Health Center Mental Health Department
 - Evaluate existing programs for efficacy and effectiveness
 - Design/re-design programs to increase efficacy/thrive with GHC's organizational values
- Recruit and retain licensed clinical supervisors with a focus on recruiting psychologists and licensed clinical social workers
- Assist in the development and implementation of a Spanish-language group supervision
 - Recruit Spanish-speaking clinicians with competency in Queer-Informed Narrative Practice and transgender communities
- In collaboration with other GHC staff, provide cultural humility trainings and consultation with outside mental health professionals contacting the agency for support/information
- In collaboration with the Director of Mental Health and other GHC staff, assist in the development and execution of Gender Health Center's professional development workshop series
- Revamp CORE Training (30-40 hours of training every new trainee attends)
- Provide CORE Training 2x/yearly
 - Coordinate schedules with other staff and outside participants
 - Handle arrangements for space requirements
 - Reconcile calendars of various participating schools to identify best timing for training
- Coordinate with other staff to develop and implement policies that exemplify GHC's values and especially commitment to Narrative Practice, Harm Reduction, and Advocacy
- Develop new (largely digital) ways to integrate and accomplish our goals

- Provide in-person staffing coverage within the GHC's clinic, some of which will be in the evening
- Work collaboratively with GHC staff in other departments to improve community member outcomes
- Attend and present at continuing professional education programs and conferences, at the request or with the approval of the Director of Mental Health and Executive Director
- Be an active member in professional organizations that center queer, transgender, and intersex healthcare and global majority health and wellness
- Attend GHC Staff Team gatherings, retreats, and meetings
- Meet, at minimum, biweekly with the Director of Mental Health to coordinate and evaluate work plans and receive resources and support

Insurance Billing

- Ensure accurate and timely Medi-Cal insurance billing practices
- Coordinate Medi-cal billing practices with other key GHC staff
- Ensure all HIPAA standards and other billing regulations are implemented with fidelity

Desired Education and Experience:

- Registration as an ASW, AMFT, Psychological Associate with the Board of Behavioral Sciences or the California Board of Psychology within 6 months of hire.
- Demonstrates clinical expertise in providing mental healthcare for queer, transgender and intersex community members, especially QTBIPOC community members.
- At least two years of experience working in a mental health setting, preferably non-profit sector
- Minimum one year of experience working in a leadership capacity, preferably with direct experience managing the tasks of other staff/volunteers/etc.
- Knowledge of, and experience working with, transgender and nonbinary communities is required.

Applications from transgender, 2-spirit, or nonbinary Black, Indigenous or people of color are strongly encouraged.

Accessibility FAQs:

- The counseling offices and community room are located on the 1st floor of the building. The building does not have an elevator, and the 2nd floor of the building is not accessible via wheelchair or other mobility aids.
- The Gender Health Center's COVID-19 policy is listed below. All staff are required to wear a face covering that completely covers the nose and mouth (at minimum a surgical grade mask). High-filtration masks are strongly encouraged. The GHC provides surgical masks, KN95, and N95 masks.

Interview Process Transparency:

- Candidates selected for an interview will have access to the interview questions upon the confirmed interview date.
- Interview questions will be printed out and available for candidates to reference during the interview.
- This interview process will include a panel of 2-5 people who work across the organization and could include staff and trainees.
- Interviews will be approximately 60 minutes.

Scope/Applicability

COVID-19 Policy

This policy applies to all GHC employees, interns, and volunteers.

1. All employees, interns, and volunteers coming in-person to Gender Health Center's building must be fully vaccinated. Fully vaccinated means that two doses of the same vaccine have been administered within 3-6 weeks of each other.
2. All employees, interns, and volunteers coming to the building in-person must provide copies of their vaccination records.
3. Any COVID-19 symptoms experienced by any employee, intern, or volunteer must be reported to their direct supervisor. If symptoms occur before work they must contact their supervisor before entering the office. If symptoms occur in the workplace they must contact their direct supervisor for instructions on how to proceed.
4. If GHC becomes aware of someone who has been in the building testing COVID-19 positive, anyone who has been in the same indoor space for 15 minutes with that person will be notified.
5. All employees, trainees, and volunteers who have a close contact or COVID-19 exposure, are required to take a test.
 - a. If the test is negative, they will be required to wear a face covering at work for 10 days. Face coverings must be completely covering the nose and mouth. The GHC provides surgical masks, KN95, and N95 masks. If the test is positive for COVID-19, they may return to work 10 days after the original test was taken if they test negative on two consecutive tests and no longer have symptoms.