



Job Description

Program: Crisis Counseling Program

Title: Supervising Counselor

Immediate Supervisor: Program Coordinator

Summary: The Supervising Counselor of the Crisis Counseling Program is responsible for assisting the Coordinator in the direction and oversight of the program, including volunteer recruitment, training and supervision, as well as assisting in the direct delivery of services as needed.

Responsibilities:

- Manage the daily operation of the program, insuring all program procedures are carried out appropriately and efficiently.
- Provide clinical staff supervision, spot supervision, and case consultation.
- Assist in the recruitment, orientation, training, supervision, and retention of staff, interns, and volunteers.
- Review call reports for quality assurance.
- Attend and participate in all required agency meetings, as well as external meetings, as indicated by the Program Coordinator.
- Assist in the preparation of statistical and other program reports.
- Create and present marketing and/or educational programs both internally and externally.
- Collaborate with other agencies, programs, or clients, to resolve issues and improve customer relations.
- Follow-up on all requests for obtaining confidential client information.
- Assist with direct service on the hotline on an as needed basis.
- Assume on-call responsibilities, as indicated by the Program Coordinator.
- Maintain a valid NYS driver's license and have access to a usable vehicle.
- All other duties as assigned by the Program Coordinator.

Qualifications:

- Master's degree in social work, psychology, counseling, psychiatric/community mental health nursing, or rehabilitation counseling or other related degree, plus
- Two years full-time paid experience in the delivery of mental health services (may substitute field placement experience for one year of paid work experience).