



COUNSELING PROGRAM MANAGER

Job Title:	Counseling Program Manager
Location:	Newport and Warren Offices Hybrid
Employment Classification:	Exempt
Schedule:	Monday - Thursday
Hourly Rate or Salary:	\$62,000-\$65,000

Working at the Women's Resource Center

The WRC is a great place to work! We are a diverse, dedicated team working to end domestic violence through high-quality, trauma-informed care. Our work is made possible by exceptional staff, whom we support with competitive benefits, flexible hybrid schedules, and a family-friendly environment. We invest in employee growth, leadership, and self-care, with every team member contributing to our shared, innovative vision for the future.

Benefits

Health and dental insurance (employer pays 75% of individual), supplemental insurance, paid holiday, vacation, sick, and personal time, retirement plan with employer match, employee assistance program, employee wellness program, 4-day workweek, hybrid work model, family-friendly environment.

About Women's Resource Center

The Women's Resource Center empowers survivors by providing trauma-informed services with equity and compassion while working collaboratively with the community to eliminate the root causes of interpersonal abuse. We envision an informed, supportive, and thriving community free from oppression and abuse, with a shared commitment to the safety of all. The Women's Resource Center is committed to:

- Providing comprehensive quality services in a warm, supportive, and inclusive environment, with respect for the dignity of our clients and their families.
 - Promoting the safety and well-being of all members of our community by being actively involved in addressing root causes.
 - Building awareness of interpersonal abuse and shifting community norms through advocacy and education.
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- Innovating and improving our programs, services, and operations with an emphasis on trauma-informed practices.
- Working collaboratively and openly with our board of directors, staff, funders, other agencies, and the community.
- Recruiting and maintaining a diverse and representative staff and board of directors that are deeply engaged and highly committed to our mission.
- Investing in our staff, our greatest asset, and offering a safe, supportive, and stimulating work environment with fair compensation.
- Developing and maintaining a sustainable financial infrastructure that ensures the capacity and strength necessary to serve the community.

Our Values

EQUITY AND JUSTICE: We believe ending interpersonal abuse requires addressing the underlying systems and inequities that contribute to oppression, as these systems are a root cause of domestic violence and must be eliminated to create thriving communities.

DIGNITY, EMPATHY, AND COMPASSION: We provide trauma-informed services with dignity, empathy, and compassion for our clients and community.

AUTHENTICITY AND INTEGRITY: We serve with authenticity, fulfilling our duties in an ethical, transparent, and accountable manner.

INNOVATION: We are committed to providing innovative and transformative services addressing the needs of the whole person.

Job Summary

Manages a team of fee for service clinicians providing outpatient counseling services to adults, adolescents, and children affected by domestic violence. Manages counseling caseload. Conducts screenings for potential clients for both counseling and support group. Provides support and supervision to fee for service clinicians and support group facilitators. Manages any crisis situations with clients.

Essential Job Functions

- Provides clinical supervision, training, support, and leadership to fee for service clinicians.
 - Manages program billing and coordinates with third party billers.
 - Manages programmatic budgets.
 - Fosters a culture of collaboration and interdependence across departments.
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- Adheres to agency policies and work rules, including strict adherence to WRC confidentiality policies and code of ethics.
- Creates equitable policies, practices, and processes.
- Oversees quality assurance within the counseling program by creating systems and processes to guarantee clients receive high-quality, ethical, and effective care.
- Manages internal working relationships; coordinates and schedules conflict resolution sessions with employees.
- Attends and actively participates in agency meetings as required, including department meetings and regularly scheduled supervision meetings.
- Attends trainings and continuing education activities, as assigned.
- Represents the Agency at community-based meetings, roundtables, conferences, and sexual assault/domestic violence police in-service trainings, as needed.
- Maintains an active relationship and communication with Rhode Island Coalition Against Violence (RICADV) and sister agencies.
- Provides trauma-informed clinical services to victims of domestic abuse.
- Refers victim to in-house or additional service providers, as needed.
- Maintains client files, agency files, statistics, forms, and other record keeping, as required.
- Completes all paperwork and enters it into the client records database in a timely manner.
- Maintains current knowledge of changes in policies and procedures, new community resources, and other information.
- Performs duties in a manner that demonstrates cultural competency and respect for diversity.
- Generates reports and statistics for funders and donors.

Qualifications, Experience, and Education

- Master's degree.
 - Minimum 3-5 years of experience in the field including 2 years of supervisory experience.
 - Experienced trauma clinician, independently licensed in Rhode Island as a Licensed Social Worker (LICSW), Licensed Mental Health Counselor (LMHC), Ph.D., and/or Licensed Marriage and Family Therapist (LMFT).
 - Knowledge of issues related to domestic violence, sexual assault, and sexual abuse.
 - Strong interpersonal skills and emotional intelligence.
 - Strong organizational and analytical skills to manage challenging situations.
 - Ability to deal effectively in stressful situations and handle crisis that arise.
 - Bilingual Spanish preferred.
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Don't check off every requirement? Please apply anyway! Studies show that underrepresented groups – such as women, members of the LGBTQ+ community, and people of color often hesitate to apply unless they meet every single qualification. We are committed to creating an inclusive, diverse, equitable and accessible workplace that fosters a sense of belonging. If you're excited about a role but don't meet every requirement, we still encourage you to apply — you might be exactly who we're looking for.

Apply

Please send a cover letter and resume to careers@wrcnbc.org

The Women's Resource Center is an Equal Opportunity Employer. The organization does not discriminate against a volunteer, an employee or applicant in employment of conditions or opportunities for employment on the basis of race, color, religion, gender, sexual orientation, gender identity or expression, disability, age, or country of ancestral origin.