



## COUNSELING PROGRAM MANAGER

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<b>Job Title:</b>	Counseling Program Manager
<b>Location:</b>	Newport and Warren Offices Hybrid
<b>Employment Classification:</b>	Exempt
<b>Schedule:</b>	Monday - Thursday
<b>Hourly Rate or Salary:</b>	\$75,000-\$80,000

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### 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.

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### 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.

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### 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.

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## 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.

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## Job Summary

The Counseling Program Manager oversees a team of fee-for-service clinicians providing outpatient counseling services to adults, adolescents, and children impacted by domestic violence and related trauma. This role combines clinical leadership, administrative management, and direct service delivery. The Counseling Program Manager ensures that all clinical services are trauma-informed, culturally responsive, and consistent with agency policies, ethical standards, and best practices.

The position is responsible for clinical supervision, staff development, quality assurance, program evaluation, and coordination with community partners. The Counseling Program Manager also maintains a limited caseload and conducts client screenings and crisis interventions when necessary.

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## Essential Job Functions

### Clinical Leadership and Supervision

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- Provide ongoing clinical supervision, training, and mentorship to fee-for-service clinicians and support group facilitators.
- Oversee clinical case reviews and ensure appropriate case conceptualization, treatment planning, and documentation.
- Foster a supportive, collaborative, and trauma-informed team culture that values reflective practice and continuous professional growth.
- Facilitate regular clinical team meetings and ensure alignment with evidence-based and culturally relevant interventions.

### **Program Management and Administration**

- Oversee the daily operations of the counseling program, including staff scheduling, caseload management, and program workflow.
- Manage program budgets, authorize expenditures, and coordinate with third-party billers to ensure accurate and timely billing.
- Ensure compliance with all regulatory, ethical, and funding requirements.
- Develop and monitor systems for quality assurance, risk management, and outcome measurement to ensure delivery of high-quality clinical care.
- Maintain up-to-date clinical and administrative policies, procedures, and protocols.

### **Client Care and Direct Services**

- Conduct intake assessments, screenings, and crisis interventions for potential clients and support group participants.
- Maintain a manageable caseload, providing individual, family, or group counseling as needed.
- Ensure that all services are trauma-informed, client-centered, and culturally responsive.
- Provide clinical consultation for complex or high-risk cases.
- Coordinate referrals to internal and external service providers to ensure comprehensive care.

### **Collaboration and Community Engagement**

- Foster strong working relationships with community partners, including the Rhode Island Coalition Against Domestic Violence (RICADV) and sister agencies.
  - Represent the agency at professional meetings, community coalitions, task forces, and domestic violence/sexual assault trainings.
  - Promote interdepartmental collaboration and communication across agency programs.
  - Participate in agency initiatives to strengthen integrated service delivery and systems-level advocacy.
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### **Documentation and Reporting**

- Ensure accurate, timely, and confidential maintenance of client records, agency files, and statistical data.
- Generate reports and program data for funders, grantors, and agency leadership.
- Track and analyze program outcomes to inform continuous quality improvement.

### **Professional Development and Compliance**

- Maintain current knowledge of best practices, ethical standards, and developments in the fields of trauma, domestic violence, and behavioral health.
- Attend continuing education and professional development activities as assigned.
- Adhere to agency policies, including strict confidentiality, code of ethics, and cultural humility.
- Promote equitable policies, practices, and processes within the clinical program and across the agency.

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## **Qualifications, Experience, and Education**

- Master's degree in Social Work, Counseling, Psychology, or a related mental health discipline.
- Independently licensed in Rhode Island as a LICSW, LMHC, LMFT, or Ph.D. in Clinical Psychology.
- Minimum 3–5 years of post-graduate clinical experience, including at least 2 years in a supervisory or management capacity.
- Demonstrated expertise in trauma-informed care, domestic violence, sexual assault, and related issues.
- Strong leadership, interpersonal, and conflict resolution skills with an ability to inspire, support, and hold staff accountable.
- Excellent organizational and analytical abilities, with experience in budgeting, billing, and program management.
- Proficiency with electronic health records (EHR) and data management systems preferred.
- Ability to work effectively in high-stress and crisis situations with sound judgment and professionalism.
- Commitment to cultural humility, diversity, equity, and inclusion in clinical practice and team leadership.
- Bilingual (Spanish/English) strongly preferred.

**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

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don't meet every requirement, we still encourage you to apply — you might be exactly who we're looking for.

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## **How to Apply**

Send a cover letter and resume to [careers@wrcnbc.org](mailto: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.*