

PART-TIME/HYBRID-REMOTE

Position Overview: The **Clinical Supervisor, Call Center**, plays a crucial role in guiding and empowering staff members within their roles and engaging communities and partners to improve overall community well-being. This position involves providing clinical supervision to Call Center Call Specialists, ensuring effective communication and collaboration.

Key Responsibilities:

1. Clinical Supervision

- Oversee all clinical operations: Ensure all activities comply with regulations and maintain quality caller care and services.
- Provide supervision and guidance to clinical staff: Regularly meet with staff to discuss calls, professional issues, and client assessments.
- Develop and implement clinical policies and procedures: Ensure adherence to best practices.

2. Administrative Oversight:

- Administer program activities, ensuring adherence to policies and procedures.
- Engage communities, community partners, and County departments to address mental health needs.
- Aid in creating and implementing workflows, policies, and procedures for the call center.

3. Collaboration:

- Coordinate services with internal and external stakeholders.
- Enhance program effectiveness.
- Participate in internal and external meetings as needed.

4. Adaptability:

- Adjust duties based on community needs, state guidelines, and local requirements.

5. Mentorship and Support:

- Foster a culture of learning, growth, and excellence.
- Provide mentorship to staff members.

Qualifications:

- Master's degree in social work, psychology, counseling, or a related field.
- Licensed Clinical Social Worker (LCSW), Licensed Marriage and Family Therapist (LMFT), or Licensed Professional Clinical Counselor (LPC) in New Jersey.
- Strong leadership, communication, and interpersonal skills.
- Experience in outreach, advocacy, and community engagement preferred.
- Knowledge of mental health systems, policies, and best practices.
- Lived experience (recovery from mental health issues) is valued.
- Valid driver's license and reliable transportation.
- Flexibility to work evenings as needed.
- Commitment to promoting equity, diversity, and inclusion in mental health services.

If you're passionate about making a difference in mental health services and community well-being, this role offers an opportunity to be part of a dynamic team.

Hybrid in Springfield, NJ

Salary Range: \$50/hr (Maximum 24 hours/ week) -Daytime, Evening, Weekend Shifts available

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