



Job Title: Clinical Director  
Department: Crossroads for Women  
Supervisor: Executive Director  
Location: Crossroads for Women – 805 Tijeras Ave NW, Albuquerque, NM 87102  
Pay Range: \$58,000 - \$64,000 (dependent on experience)  
FTE Status: Full-Time Exempt (40 hours per week)

*Job descriptions are intended to present a general list of tasks/duties performed by employees. Job descriptions are not intended to reflect all duties performed within the job. Nothing in this job description forms or is intended to form a contract of employment. Employment with Crossroads for Women is at will.*

#### ABOUT CROSSROADS FOR WOMEN

Crossroads for Women works to break destructive cycles and support women to build their lives. Crossroads for Women provides comprehensive, integrated services to support women working to break the cycle of homelessness and incarceration. Women receive support in building healthy, stable, and self-sufficient lives in the context of their family, community, and culture. Recognized by the New Mexico Legislature for outstanding services to the community, Crossroads for Women operates on a \$2M annual budget, with a staff just shy of 40 people and many community volunteers in four locations across central New Mexico.

#### POSITION SUMMARY

Under general supervision of the Executive Director and in a collaborative leadership role in the organization, the Clinical Director is responsible for maintaining the integrity of the Crossroads for Women therapeutic model and ensuring the overall effectiveness of the clinical and housing services at Crossroads for Women. This position requires a high degree of independent decision-making. Plans and oversees clinical program initiatives and in collaboration with the Executive Director, participates in program development and administration as part of ensuring the integrity and success of clinical programs and services. The Clinical Director works closely with the Director of Therapeutic Communities to ensure that program development and administration of programs and services are meeting the needs of program participants. Leads and trains clinical staff, students and/or interns engaged in related therapeutic/client care activities, as appropriate. Ensures that staff and students adhere to agency Policies and Procedures.

## REQUIREMENTS

### Education

- Master's or Doctorate degree in Psychology, Counseling, Social Work, or related field
- Discipline-specific Independent Licensure in New Mexico (LPCC, LCSW/LISW)
- Minimum five years of professional experience in the provision of clinical mental health direct services, providing clinical supervision and managing the administrative aspects of an upper-level management role

### Knowledge

- Requires strong knowledge and belief in trauma-informed, gender specific, and culturally competent service delivery
- Strong knowledge and understanding of the principles of trauma treatment and trauma-informed care, harm reduction, and strengths-based substance abuse and mental health recovery
- Strong understanding of the dynamics of substance abuse, mental health issues, homelessness, interpersonal violence, and the impact on the family and child development
- Must provide evidence of continuing professional development/experience associated with current trends and principles in trauma treatment and trauma-informed care, harm reduction, and principles of strengths-based substance abuse and mental health recovery

### Qualities

- Ability to work effectively in a rapidly changing, multi-task, crisis oriented environment
- Ability to work independently and as part of the team to ensure that the highest quality and most relevant aspects of the job and services are provided to clients
- Ability to work some nights and/or weekends as needed
- Conduct relationships in such a way as to promote mutual respect, public respect, and improvement of services
- Must possess a valid New Mexico driver's license, a clean driving record, and proof of insurance; able and willing to travel locally as needed
- Ability to follow through with guidelines set forth in the Prison Rape Elimination Act (PREA)
- This position is subject to Criminal Background Check (post-offer)

### Skills

- Computer literacy and comfort with Microsoft Office
- Excellent communication skills, particularly listening, mediation, and writing skills
- Strong attention to detail, well organized and a commitment to treating others with respect
- Ability to adhere to strict standards of confidentiality
- Willing to support the overall mission of the organization

## PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit for long periods of time. This position requires long periods of computer usage including typing and viewing a monitor. The employee frequently is required to use hands, fingers to handle and feel.

The employee must be able to lift and/or move up to 20 pounds. The employee must be able to participate in the physical labor of moving furniture and household items utilizing agency vehicles. Specific vision abilities required by this job may include close vision, distance vision, and depth perception. Speak and hear face-to-face.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## GENERAL STATEMENT OF DUTIES

### Essential Functions

*This list is not exhaustive and may be supplemented as necessary.*

#### ***Clinical – 40% of time***

1. Conduct intakes and assessments, oversee treatment and service plan development and progress for each client, conduct trauma informed groups, and/or individual therapy, timely completion of discharge and clinical summaries.
2. Provide and/or arrange for therapeutic interventions as appropriate for clients in crisis condition;
3. Provide support and consultation to crisis line employees; follow up to determine reliability of crisis response.
4. Oversee the establishment and maintenance of case files, referrals and other related documents for the treatment of clients ensuring compliance with agency requirements and meet or exceed state, federal or agency clinical standards.
5. Prepare required documentation related to the clients care.
6. Coordinate with senior leadership to inform Crossroads for Women about developments and trends in areas of mental health, substance abuse, and trauma treatment that may have a bearing on Crossroads for Women programs, clients, staff, or community.

#### ***Supervision and Training – 30% of time***

1. Coordinate employee and student orientation and training program for new employees working in the Clinical Program.
2. Provide individual and group supervision on a weekly basis for Crossroads for Women staff therapists, case managers, interns and other relevant Clinical Program staff.
3. Verify the accuracy of Clinical Program staff time records and expense requests related to the Clinical Program.

4. Verify the accuracy of billable hours and work product in accordance with applicable State standards and funding requirements.
5. Conduct performance evaluations for Clinical Program staff.
6. Identify staff training needs; assist with the development and coordination of training opportunities.
7. Ensure that licensing and continuing education per Crossroads for Women needs and professional standards are met for Clinical Program.

***Program Oversight – 20% of time***

1. Oversee individual, family and group therapy and psycho-social rehabilitation components of service delivery and the maintenance of ethical and exemplary therapy services and client relations.
2. Ensure compliance with HUD specific housing criteria and provide support for maintenance of the Housing Management Information System database.
3. Coordinate Clinical Program activity within and in relation to overall programming at Crossroads for Women.
4. Oversee and review Quality Improvement activities, including preparation of required reports, collection of program service data, and audit preparation.
5. Develop and implement Clinical Program policy as necessary.
6. Coordinate needs of the Clinical Program with Crossroads for Women strategic planning and budgeting activities; participate in funding application activities as needed, and in preparation of budget for the Clinical Services program.
7. Serves as a clinical consultant for the Crossroads for Women Therapeutic Communities.

***Other – 10 % of time***

1. Work closely with Crossroads administration on program development including strategic planning, policy development, grant writing, and administration.
2. Participate in regular agency and departmental meetings and other relevant community and provider meetings.
3. Develop and maintain inter-departmental relationships within the organization.
4. Assume other responsibilities as assigned.

Crossroads for Women is an Equal Opportunity Employer. If interested, please email your resume, cover letter, and three professional references to: [employment@crossroadsabq.org](mailto:employment@crossroadsabq.org) or send the same to Crossroads for Women, Attn: Employment, 805 Tijeras NW, Albuquerque, NM 87102.