eliminating racism
empowering women

YWCA of Hawaii Island
Job Description

Job Title: Clinical Specialist
Department: Healthy Families Program
Location: 1382 Kilauea Avenue
Hilo, HI 96720
Reports To: Kellyn Coghlan, Clinical Supervisor
FLSA Status: Non-Exempt
Prepared By: Andrew A. Kahili, Community Relations and Events Coordinator
and Program Director
Prepared Date: 2/25/2011
Revision Number: 5
Revision Date: 7/1/2017
Reviewed By: Kellyn Coghlan (Clinical Supervisor)
Andrew A. Kahili (Community Relations and Events Coordinator
and Program Director)
Approved By: Kathleen McGilvray, Chief Executive Officer
Approved Date:

Summary Coordinates and provides technical expertise to staff in a specialized
patient care program by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be
assigned.

<table>
<thead>
<tr>
<th>#</th>
<th>Essential Duty and/or Responsibility</th>
<th>UN</th>
<th>SA</th>
<th>EX</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Upholds and furthers the mission of the YWCA of Hawaii Island which is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.</td>
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<td>2.</td>
<td>Upon referral from Clinical Supervisors, conducts home visits for each family and collects information about clients (individuals, married couples, or families), using interview, case history, and observation techniques, and appraisal and assessment methods.</td>
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<td>3.</td>
<td>Analyzes information collected to determine advisability of counseling or referral to other specialist or agencies.</td>
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</tbody>
</table>

Performance Appraisal
Date of Appraisal:
<table>
<thead>
<tr>
<th>#</th>
<th>Essential Duty and/or Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Conducts professional development sessions for all YWCA Healthy Start Program staff on family and child rearing dynamics.</td>
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<td>5</td>
<td>In conjunction with the Clinical Supervisor, provides clinical consultation during case conferences with the Family Support Worker.</td>
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<td>6</td>
<td>Consults reference material such as textbooks, manuals, and journals, to identify symptoms, make diagnoses, develop therapeutic or treatment plan.</td>
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<td>7</td>
<td>Provides counseling sessions to families to help them identify and implement solutions to their concerns.</td>
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<tr>
<td>8</td>
<td>Counsels participant's with counseling methods and procedures, such as brief therapy or solution focused therapy, to assist participants in gaining insight into personal and interactive problems, to define goals, and to plan action reflecting abilities, needs, and goals of service plan.</td>
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<tr>
<td>9</td>
<td>Evaluates results of counseling methods to determine reliability and validity of treatment used.</td>
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<td>10</td>
<td>Conducts a Concerns Inventory with the referred family in order to identify family stressors and to form the basis for support.</td>
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<tr>
<td>11</td>
<td>Conducts a Concerns Inventory with the family upon conclusion of counseling sessions to ascertain the impact of services on the family.</td>
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<tr>
<td>12</td>
<td>Participates as part of the Clinical Supervision Team in developing and refining program policies and procedures pertaining to family intervention.</td>
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<tr>
<td>13</td>
<td>Conducts parenting and support groups for program families.</td>
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<tr>
<td>#</td>
<td>Essential Duty and/or Responsibility</td>
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<tr>
<td>14</td>
<td>Participates in case conferences with other community service agencies.</td>
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<td>15</td>
<td>Interacts with other professionals to discuss therapy or treatment, new resources or techniques, and to share information.</td>
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<td>16</td>
<td>Submits regular written reports and summarizes to Clinical Supervisors regarding observations, interventions, progress and activities of referred participants.</td>
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<tr>
<td>17</td>
<td>Provides regular narrative and statistical activity reports to the Clinical Manager.</td>
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<td>18</td>
<td>Must have current knowledge and working experience in child abuse and neglect programming.</td>
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<td>19</td>
<td>Demonstrates understanding of child abuse and neglect dynamics, child development and parent-child interaction.</td>
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<td>20</td>
<td>Must demonstrated skill in interviewing, in communicating, with professionals in the community, and in word processing and basic computer knowledge.</td>
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<td>21</td>
<td>Must have knowledge of the community and related issues and concerns; culture and customs; organizations. Groups, and associations interested in and/or servicing our community in East Hawaii.</td>
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<tr>
<td>22</td>
<td>Participates in and contributes to team meetings.</td>
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<tr>
<td>23</td>
<td>Attends all required staff meetings and trainings.</td>
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</table>

Key: UN – Unsatisfactory: needs work – consistently requires items to be reworked, re-educated, re-trained. Cannot let the employee work independently. Each UN requires a plan of corrective action to be attached to the performance appraisal.
SA -- Satisfactory: does the job as expected. The employee is doing as instructed and can work independently with little rework, re-education or re-training.
EX -- Exceeds expectations. The employee consistently does more than expected. As supervisor, you consider allowing this person to take the lead on some projects you believe the employee would excel in. Each EX should have a comment about why the person got an EX.
Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

1. Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

2. Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

3. Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

4. Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

5. Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

6. Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

7. Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

8. Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

9. Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.
10. Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

11. Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

12. Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

13. Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

14. Quality – Demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

15. Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

16. Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

17. Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

18. Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
Education and/or Experience

Master's degree (M. A.) or equivalent in Clinical Social Work, Clinical Psychology, Counseling or other related health and human services field with a minimum of three years experience in a clinical setting. Social Worker licensed or Certified Substance Abuse Counselor in the State of Hawaii is preferred; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Or a Bachelor's degree (B.A.) may be substituted in one of the areas described above with a minimum five years of experience in a clinical setting.

Other Qualifications

- Must possess a current Hawaii Drivers License.
- Must have use of dependable automobile.
- Must carry current automobile insurance with the following minimum coverage, $100,000, $300,000.
- Must have clean driving abstract.
- Must have a clean criminal background/record check.
- Must pass a pre-employment drug screen.
- TB clearance desirable.
- First Aid and CPR desirable.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
Physical Demands

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk and sit. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee will work in indoor office or multipurpose room as well as at various homes of program families and travel between sites. The noise level in the work environment is usually moderately noisy and occasionally quiet. Home visit environment is unpredictable and varied.
The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities and qualifications of employees assigned to this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.

Employee Signature:_____________________________________________________

Employee Printed Name:_________________________________________________

Date:______________________________________________________________
Performance Appraisal:

I have had an opportunity to discuss the ratings on this job description with my supervisor. The next steps course of action, if needed, are attached to this appraisal. Any additional comments I have are listed below:


Employee Signature:__________________________ Date:________________

Employee Printed Name:______________________ Date:________________

Supervisor Signature:________________________

Supervisor Printed Name:______________________ Date:________________

Program Director Signature:___________________

Program Director Printed Name:_________________ Date:________________

CEO Signature:_____________________________

CEO Printed Name:___________________________ Date:________________