**Job Title:** Therapist  
**Department:** Sexual Assault Support Services  
**Location:**  
1382 Kilauea Avenue  
Hilo, HI 96720  
75-5706 Hanama Place, Suite 202  
Kailua Kona, HI 96740  
**Reports To:** Sass Program Director or COO in Program Director’s Absence  
**FLSA Status:** Exempt, 0.5 - 1.0 FTE  
**Prepared By:** Lorraine Davis, Interim Chief Operating Officer  
**Prepared Date:** May 2006  
**Revision Number:** 2  
**Revision Date:** 9/21/2012  
**Reviewed By:** Roxie Tubbs (Therapist)  
Teri Callaghan (Therapist)  
Karma Whittington-Ramirez (HR Manager)  
**Approved By:** Lorraine Davis, Interim Chief Executive Officer  
**Approved Date:**  

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**Summary:** The Therapist position functions in a system of care which provides for the emotional and physical well-being of the sexual assault survivor and family members with the goal of providing services to reduce the risk of sexual assault and increase community awareness.

**Essential Duties and Responsibilities:** Include the following. Other duties may be assigned.

**Performance Appraisal Date of Appraisal:**

<table>
<thead>
<tr>
<th>#</th>
<th>Essential Duty and/or Responsibility</th>
<th>UN</th>
<th>SA</th>
<th>EX</th>
<th>Comment</th>
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</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>Provide mental health assessment and counseling, referral, clinical case management, case consultation and legal systems advocacy for the sexual assault victim.</td>
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<td>3.</td>
<td>Develop sexual assault specific treatment plans for time limited invention and evaluate client progress in treatment.</td>
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<td>4.</td>
<td>Protect client confidentiality, observing the client's right to the Victim/Counselor privilege defined in Hawaii Rules of Evidence.</td>
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<td>5.</td>
<td>Complete service documentation in a timely fashion, using the program tools and procedures.</td>
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<td>6.</td>
<td>Understand, interpret and follow state and federal laws regarding mandatory reporting of abuse of children and dependent adults.</td>
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<td>7.</td>
<td>Provide clinical support and supervision to a team of paraprofessional Crisis Workers who staff the sexual assault hotline and deliver face to face care.</td>
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<td>8.</td>
<td>Participate in collaborative efforts with allied community agencies such as, but not limited to the police, hospital, Children’s Justice Center, Child Welfare Services, and prosecutor's office.</td>
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<td>9.</td>
<td>Deliver system coordination services in the community.</td>
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<td>10.</td>
<td>Assist with professional and lay education about sexual assault awareness, treatment and prevention issues.</td>
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<td>11.</td>
<td>Prepare and analyze client and program data and reports, using personal computers and other office technology.</td>
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<td>12.</td>
<td>Participate in quality improvement and program monitoring; meet with other YWCA clinical staff for peer consultation.</td>
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<td>13.</td>
<td>Attend staff meetings and training.</td>
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### Supervisory Responsibilities

May supervise a therapist or intern on the SASS program. Be responsible for the overall direction, coordination, and evaluation of the staff. Carries out supervising responsibilities in accordance with the organizations policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### Competencies

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

1. **Analytical** - Collects and researches data; Uses intuition and experience to complement data.
2. **Design** - Generates creative solutions.
3. **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.

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### # Essential Duty and/or Responsibility

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<td>14.</td>
<td>Perform other duties as assigned.</td>
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<td>15.</td>
<td>Assist with maintaining office cleanliness.</td>
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<td>16.</td>
<td>Answer the sexual assault hotline on occasion, as needed.</td>
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<td>17.</td>
<td>Greet and assist persons who enter the YWCA facility.</td>
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**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.
4. Technical Skills - Assesses own strengths and weaknesses; Strives to continuously build knowledge and skills; Shares expertise with others.

5. Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

6. 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.

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

8. 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.

9. 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.

10. Visionary Leadership - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

11. Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

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

13. Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
14. Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

15. 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.

16. Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

17. Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

18. Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

19. 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.

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

21. Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

22. 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.

23. Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
24. Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

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

26. Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

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

28. 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.

29. 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.

30. Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others’ attention.

Qualifications

- Masters degree from an accredited program in a field with clinical counseling coursework such as social work, clinical psychology, nursing or related areas.
- If the degree is in a field which attains licensure, the appropriate license, in good standing, is required.
- Experience in working with children and adults in individual, family and group therapy (six months of experience or longer).
- Valid driver license, clean driving abstract, must carry current automobile insurance with the following minimum coverage $100,000, $300,000 and $30,000 (see HR Department for more details).
- Must pass a pre-employment drug screen.
• Personnel in the position must not have a history of victimizing others through interpersonal violence and must be free from conviction of a crime which would have a substantial relationship to the functions and responsibilities of the position.

Language Skills

Frequently writes personal notes, anecdotal comments, anecdotal records, maintains client files and other correspondence concerning clients. Ability to read, analyzes, and interprets professional journals and organizational manuals and memos. Ability to effectively present information and respond to questions from parents, clients, staff and children.

Must be able to express or exchange ideas by means of spoken word. Requires oral, written and word processed communication with supervisor, co-workers, clients, and others.

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 solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Requires oral, written and word processed communication with supervisor, co-workers, clients, and others.

Computer Skills

To perform this job successfully, an individual should have knowledge of internet, spreadsheets and word processing software.

Duties Related to HIPAA

Protect the confidentiality of member, participant and YWCA information handled.
Working 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.

Indoors in regular office or conference room conditions. The noise level in the work environment is usually quiet to moderate.

Work Hours

Generally spans the work hours of 0800 to 1630, Monday to Friday for Full time employees with the flexibility of scheduling required for some evening or weekend hours; rotates on call duty to provide consultation support to 24 hour Crisis Worker staff.

Equipment Used

Computer, telephone, copier, fax machine, TV, DVD/VCR, projector; personal vehicle required for travel to sites of allied agencies.

Mental Demands

Requires meticulous detail in completing written documentation on time; must learn and follow agency protocols for service while using sound clinical judgment to tailor services within protocols to meet individual's needs; requires tolerance for helping and hearing about individuals who are in crisis and experiencing trauma; must speak before large groups, carrying the authority of specialized knowledge.

Physical Demands

Requires occasional lifting and carrying of equipment (e.g. TV monitor) up to 30 lbs.

Certificates, Licenses, Registration

Licensing by the State of Hawaii desirable.
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:____________________________________________________
Employee Printed Name:____________________________________Date:__________

Supervisor Signature:___________________________________________________
Supervisor Printed Name:____________________________________Date:__________

CEO Signature:_________________________________________________________
CEO Printed Name:____________________________________Date:_____________