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## Clinical Manager Job Description

**Job Title:** Clinical Manager

**Fair Labor Standards Act Status:** Exempt, Full-Time

**Location:** Remote work eligible within driving distance of Project Access Northwest Office located in Seattle, Washington

**Reports to:** Senior Program Director

**Salary:** \$95,000 – 108,000

### Position Summary:

Project Access Northwest seeks a Clinical Manager for the newly formed pro bono mental health care coordination program, modeled on [Pro Bono Counseling](#), a Maryland based nonprofit.

The ideal candidate will have a proven ability to work in a fast-paced environment, possess a high level of attention to detail, be skilled in mental health assessment and use of the DSM-5, be knowledgeable about program evaluation and monitoring outcome data, be experienced in working with individuals from a diversity of cultural backgrounds, be committed to maintaining confidentiality, and be committed to Project Access Northwest's vision that everyone in our community will have appropriate access to healthcare services. Bilingual is preferred.

### Essential Duties and Responsibilities:

- Create policies and procedures for pro bono counseling program
- Recruit a network of volunteer mental health therapists
- Manage and retain volunteer therapists
- Create outreach materials and conduct outreach activities
- Conduct intakes with individuals seeking counseling using standardized assessments, screening tools and measures.
- Provide crisis management and triage with appropriate interventions when necessary
- Conduct clinical services in a compassionate and culturally linguistically appropriate manner, utilizing telephonic interpretation for Limited English Proficient clients
- Accurately document clinical interactions in Project Access Northwest's client database
- Assess and report on program efficacy
- Scale the program through hiring and supervising additional staff to meet program needs

- Partner with other Project Access Northwest staff for fundraising, team building, and integration with the organization
- Serve as a member of the organization’s Leadership Team, meeting regularly with the executive director and department leads to vision and implement both strategy and practice
- Other duties as assigned

**Working Hours:**

Monday – Friday, flexible between 7:00am and 6:00pm

**Supervisory Responsibilities:**

Manage Behavioral Health Coordinators, to include administrative staff and volunteers, as necessary.

Responsibilities include hiring and managing staff, managing schedules

**Qualifications and Requirements:**

- Bachelor of Science or Arts in Social Work, Counseling, Psychology or a related field, with master’s degree preferred.
- Able to maintain Washington State license at LCSW-C, LCPC or LMFT.
- Must be able to travel to Project Access Northwest’s office, in downtown Seattle, as well as provider offices and clinics as necessary.
- Must have experience supervising unlicensed staff.
- Must have experience with diverse cultures, ages, economic backgrounds.
- Must have experience working with vulnerable populations.
- Must be a self-starter, capable of managing staff and give directions to others.
- Must be able to work under pressure in certain cases.
- Must be familiar with multicultural groups and settings.

*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.*

**Competencies:**

Critical thinking and execution, relationship development, adaptability, flexibility, communication, technical and professional knowledge, respectful. Tolerance of stress and the ability to recognize one’s own limitations and respond to difficult situations. Prioritize based on rapidly changing environment.

**Computer Skills:**

Employee possesses intermediate operation knowledge of computers and comfort with web-based applications such as client management databases and payroll systems. Operating knowledge and understanding of client databases also needed. Intermediate level of Word, Excel and Outlook required.

**Travel:**

Must have reliable transportation, a clean driving record, be able to drive and motor vehicle insurance that meets state required minimums. Must be able to drive to Project Access Northwest's office, in downtown Seattle, as well as provider offices and clinics as necessary.

**Physical Requirements and Working Environment:**

This position requires the manual dexterity sufficient to operate phones, computers, and other office equipment. This person must speak clearly using the English language to accurately convey information and be able to hear at normal speaking levels both in person and over the telephone. Vision correctable to 20/40 is required to review written materials. The working environment may vary as needed to accommodate changes and growth of the department.

*This job description does not imply that these are the only duties to be performed. Employees occupying the position will be required to follow any other-related instructions and to perform any other job-related duties requested by their manager.*

Project Access Northwest is an equal opportunity employer. We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics.