

**RESIDENTIAL COUNSELING COORDINATOR**

**NATURE OF WORK**

This is responsible supervisory, administrative and clinical work coordinating the therapeutic, counseling and residential care programs at the County's Highridge Family Center under the direction of the Chief of Residential Clinical Services.

An employee in a position allocated to this class is responsible for planning, coordinating and directing the residential services provided to residents of Highridge Family Center. Work involves the supervision of residential direct care personnel; management of treatment programs; evaluation of existing programs under the general direction of the Clinical Supervisor but employee exercises a high degree of independent judgment and initiative related to program design and management.

**EXAMPLES OF WORK**

Provides direct supervision of residential counseling staff 11:30 a.m. to 10:00 p.m., Monday through Thursday.

Issues counseling forms/disciplinary actions; handles employee complaints and grievances; recommends the hiring, termination and promotion of staff.

Plans, assigns and coordinates the work of residential care staff and works with the support staff to ensure program effectiveness.

Designs treatment programs for special cases, consults with counseling and residential staff on special problems, crises and emergencies.

Conducts ongoing staff training and development program, interviews and selects new employees.

Analyzes and re-evaluates total program for changes and upgrading.

Works directly with Highridge's Chief of Residential Clinical Services to determine needs of clients and ensures needs are being met.

Performs related work as required.

Investigates incidents related to resident behavior and provides written report to Chief of Residential Clinical Services. Responds to crises in a timely and effective manner, handles disciplinary interventions with residents.

Responds to resident grievances as they relate to the treatment program.

**RESIDENTIAL COUNSELING COORDINATOR - CONT'D**

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

Thorough knowledge of psychological and counseling theory, principles, practices and techniques.

Considerable knowledge of the social and psychological basis of dysfunctional behavior and ability to identify causes for such behavior.

Considerable knowledge of the theories and current trends in child development.

Knowledge of the principles of supervision and administration.

Knowledge of community social service agencies and resources.

Knowledge of all current laws and Florida Department of Children and Families guidelines regarding licensing of child care.

Ability to establish and maintain effective relationships with residents and colleagues.

Ability to plan, coordinate, prioritize and organize logistics of resident care.

Knowledge and application of professional ethics. Must adhere to all professional standards.

Ability to work cooperatively and collaboratively within the model of teamwork.

Ability to communicate openly and effectively to promote and create an environment of cooperation and promote competent resident care.

Skill in communications that enhance customer first approach.

Ability to demonstrate flexibility.

Ability to utilize conflict resolution skills between oneself, coworkers and/or residents.

Ability to give and receive feedback appropriately to colleagues/supervisors/residents.

Ability to provide supervision and work direction to Juvenile Residential Techs, Residential Counselors, Licensed Family Therapists and support staff.

**MINIMUM ENTRANCE REQUIREMENTS**

Graduation from an accredited college or university with Master's Degree and major coursework in Psychology, Counseling, Sociology or related field and three to five (3-5) years of experience in a residential, rehabilitation or clinical setting, with at least two (2) years in a supervisory and/or administrative role.

**NECESSARY SPECIAL REQUIREMENT**

Florida license as a licensed Clinical Social Worker or Licensed Mental Health Counselor or Licensed Marriage and Family Therapist as defined by the Department of Business and Professional Regulation.