



Clinical Operations Manager

Position Overview: Sea Level Counseling and Wellness is seeking a dynamic Clinical Operations Manager to join our Leadership Team. This position is perfect for someone who wants to grow with a company and do more than 1:1 clinical work. The Clinical Operations Manager must have a positive and supportive approach towards Sea Level Counseling and Wellness, its employees and clients.

The Clinical Operations Manager is responsible for overseeing and developing the clinical staff of Sea Level Counseling and Wellness. The Clinical Operations Manager will provide supervision or consultation as needed to clinicians at their location, support clinicians in following policies and procedures, and promote a positive work culture at their location. This is a full-time, overtime exempt salaried position requiring 35+ hours of work per week.

About: At Sea Level Counseling and Wellness, we believe in creating the best atmosphere for our clients and employees and do so using a trauma-informed lens.

Our mission is to restore balance and empower change by healing the widespread impacts of trauma on both the mind and body through effective treatment, education, and partnership and by giving individuals the ability to choose how they heal.

Our vision is to be known as the industry standard for providing trauma-informed mental and medical wellness services that will effectively change the narrative from “what’s wrong with you?” to “what happened to you?” We are a fun, dynamic team who value working collaboratively and helping improve the health and wellness of our communities.

Our Values: Sea Level Counseling and Wellness lives by values that guide who we are as a team and how we present to our communities. We hire staff who bring these values to life.

- Ø Partnership: between staff and clients promote empowerment during treatment process
- Ø Safety: Our staff and our clients feel physically and emotionally safe
- Ø Trust: Treatment decisions are made with transparency and trust



- Ø Inclusivity and diversity: Allies for LGBTQ+ and oppressed populations
- Ø Empowerment: identifying and building on our client's strength resilience and the view that everyone can heal from their trauma.
- Ø Connections: Promote connections with our community through engagement and service delivery.

Reports to: Abigail Morgan, LCSW/Clinical Director

Duties/Responsibilities:

- Manages clinical team and provides accountability, performance evaluation, hiring and structuring of the clinical team.
- Proactively work towards improving the practice's client experience and ensure client satisfaction by way of supervising clinicians.
- Collaborate with the Leadership Team on improving overall client and employee experience.
- Ability to identify areas where we need improvement clinically and in client experience and initiate the improvement measures.
- Be proactive and responsible in holding clinicians accountable in note content and timeliness, marketing/blogging (if applicable), and overall performance of their job duties via in person informal check ins.
- Stay highly organized.
- High attention to detail and ability to prioritize various projects independently.
- Passion for working with others (being collaborative) and helping our team members grow and learn.
- Ability to handle and provide straight-forward feedback to leadership and clinical team members.
- Be a problem solver and think ahead to ensure any challenges don't greatly impact progress or outcomes for clients.
- Ability to set goals and develop achievable timelines to hit them.
- Maintain a clinical case load of 15-20 clients per week in addition to the roles of the Clinical Operations Manager, which are estimated to be 15 to 20 hours per week.
- Perform on-site clinical therapy services to clients of Sea Level Counseling and Wellness in accordance with company policies.
- Participate in interviews with Leadership Team with candidates for employment.
- Orient new clinical staff via onboarding checklist.
- Assist with planning and scheduling of Staff Development/Education meetings.
- Understand and follow all policies and procedures of Sea Level Counseling and Wellness as a Supervisor and clinician.
- Regular, reliable attendance and timely arrival to work is required.
- Check in monthly as a group with Leadership Team regarding processes and/or procedures, including proposed changes, clinical issues and successes.



- As needed, provide formal case consultation to fully licensed clinicians at 30 minute intervals.
- Be available for troubleshooting clinical situations with clinicians and clients
- Other site supervisory/related duties as may be assigned.

Qualifications and Skills:

- Must be independently licensed in Virginia (LCSW, LPC, LCP) and licensed for at least 5 years.
- Must have had at least 2 years of supervisory experience.
- Community mental health experience is preferred.
- Willingness to be trained in EMDR, already trained even better!
- Align with Sea Level Counseling and Wellness mission, vision, and values.
- Knowledge of the roles and duties of Sea Level Counseling and Wellness leadership and clinical positions and functions.
- Knowledge of Sea Level Counseling and Wellness client experience goals and how to achieve client satisfaction.
- Must be punctual in reporting to work.
- Be organized and detail oriented.
- Be a team player.
- Be able to work independently on tasks assigned.
- Have strong written and verbal communication skills and strong interpersonal skills.
- Make independent decisions regarding the management of the clinical team and direct reports.

This position is not right for you if you're:

- Someone just looking for a job to clock in and out of.
- Someone who doesn't feel passion for our mission, vision and values.
- Someone who's not a team player or prefer not to work collaboratively.
- Someone who wants to own their own Sea Level Counseling and Wellness in the near future. If that's you, awesome! But we're not the place for you. We dedicate a lot of time to our teams, and provide the flexibility, autonomy and space to allow each member of our team to get creative in their role. The ideal person is invested in time and energy in Sea Level Counseling and Wellness.
- Someone who doesn't like to hop in and help others get their work done - we highly value teamwork.

This position perfect for you if you're:

- Aligned with Sea Level Counseling and Wellness mission, vision, and values.
- Energized by helping others in a team and contributing to the growth of Sea Level Counseling and Wellness Social justice oriented and practice anti-racism work.



- Creative, engaged in doing good work, and excited by furthering our mission to making wellness a down-to-earth practice.
- Able to take direct and constructive feedback and run with it.
- Able to make tough decisions, have difficult conversations, and lead a team of people in a radically candid way.

Application instructions:

For consideration, please send resume and references to Abigail Morgan, LCSW, Clinical Director at abbylcsw@sealevelcw.com and complete employment questionnaire at www.sealevelcw.com (under Join our Team).