



PARTNERSHIPS
for TRAUMA RECOVERY

Partnerships for Trauma Recovery Job Description: Clinical Program Manager

Location: Berkeley, California (in-person and hybrid remote)

Salary: \$85,000-100,000/year (including health and other benefits) based on skills, experience, and clinical license

Schedule: Full-time

ORGANIZATION

Partnerships for Trauma Recovery is a 501(c)(3) nonprofit organization dedicated to healing the psychosocial impacts of trauma among international survivors of human rights abuses, persecution related to identity and beliefs, and forced displacement resulting from war, torture, gender-based, criminal, and other forms of interpersonal violence. PTR provides psychological, psychosocial, and psychiatric care for asylum seekers and refugees from around the world; conducts community outreach; supports training; and advocates for policies to prevent trauma and re-traumatization among international survivors of violence. Founded in 2015, PTR has approximately 30 team members including 10 direct service staff members, is predominantly government grant-funded, and maintains a yearly operating budget of a little over \$2.5 million. We engage deeply in partnerships with institutions and individuals around the San Francisco Bay Area and beyond.

POSITION OVERVIEW

This is an opportunity to join a dynamic nonprofit organization working at the juncture of global mental health and human rights. The *Clinical Program Manager* will lead and oversee PTR's provision of clinical services to international survivors of human rights abuses, asylum seekers and refugees. Reporting to and collaborating closely with the *Clinical Director*, this position will supervise approximately 3 to 4 direct service staff and provide clinical and programmatic supervision, training, and support.

The *Clinical Program Manager* will support the ongoing development of PTR's Clinical Program, including the implementation of a new Early Intervention (EI) Specialty Mental Health Services (SMHS) program in partnership with Alameda County Behavioral Health Department (ACBHD). The position will oversee clinical operations, clinical quality assurance, program performance, and compliance with Medi-Cal and ACBHD requirements. Approximately 25% of the position will be dedicated to direct client care, including individual therapy and psychosocial services.

PTR's approach to healing from interpersonal trauma is relationally and humanistically oriented and grounded in evidence-based, trauma-informed, culturally attuned, relational psychodynamic, and attachment-based approaches to care. This position requires strong clinical leadership, initiative, organizational skills, resourcefulness, and a commitment to global human rights and the psychosocial wellbeing of refugee and immigrant communities.

PTR offers a hybrid service delivery model combining in-person direct care with remote work. This position is required to work onsite at our Berkeley, CA office, or within the community when appropriate, a minimum of three days per week.

The following description of roles and responsibilities outlines the general nature of the work to be performed by the Counseling Program Manager. It does not represent an exhaustive or fixed description of this position's roles and responsibilities, which may require adaptation according to the organization's development and needs over time. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of this position.

ROLES AND RESPONSIBILITIES

Program Development, Management, Supervision and Oversight

- In collaboration with the Clinical Director and direct service staff, support the ongoing development and provision of a community-driven, holistic and culturally responsive clinical program to address the mental health and psychosocial needs of refugee and asylum-seeking clients, families and communities.
- Develop and maintain program structures, systems, policies, procedures, and clinical workflows that support effective service delivery and achievement of program goals, deliverables, and outcomes.
- In collaboration with the Clinical Coordinator, Clinical Director and the staff psychiatrist, develop processes to enhance, streamline and support the effective coordination of psychiatric care.
- In collaboration with the Clinical Director, Quality Assurance & Billing Officer, and Data & Reporting Manager, design and implement quality assurance and continuous quality improvement processes, including review of clinical documentation, client feedback, Salesforce data, and relevant program metrics to ensure quality of care and inform program development.
- Ensure compliance with grant requirements and support staff in meeting program deliverables and objectives. Contribute to grant applications and reports as needed.
- Provide clinical and programmatic supervision, mentorship, and guidance to direct service staff, with attention to clinical development, quality of care, provider wellbeing, and the impacts of secondary trauma and burnout.
- Participate in the recruitment and onboarding of clinical staff with emphasis on global diversity, equity and inclusion.
- Support the recruitment, onboarding, training, and professional development of clinical staff, with emphasis on global diversity, equity and inclusion.
- Support the reimplementation of PTR's Bay Area Practicum Information Collaborative (BAPIC) training program, including recruitment, onboarding, training, supervision, and professional development of graduate-level clinical trainees.

EI Program Management and Clinical Quality Assurance

- In collaboration with the Clinical Director and organizational leadership, support the implementation and ongoing management of PTR's EI SMHS program in accordance with ACBHD and Medi-Cal requirements and PTR's clinical model.
- Develop and maintain EI clinical workflows, documentation processes, and service-delivery practices that support effective and compliant program operations.
- Monitor EI program performance—in coordination with quality assurance and data reporting team members—including caseloads, service utilization, productivity, and contractual deliverables.

- Ensure clinical documentation and billing practices align with Medi-Cal SMHS and ACBHD requirements, and conduct regular clinical audits to identify documentation, compliance, training, and quality improvement needs.
- Provide training and guidance to clinical staff and support preparation for ACBHD monitoring, quality reviews, and audits, including implementation of corrective actions as needed.

Direct Client Care

- Provide culturally and contextually responsive, trauma-informed, depth-oriented, and relationally oriented individual and family psychotherapy for asylum seekers, refugees, and other survivors of human rights abuses, carrying approximately one-quarter of a full-time clinical caseload.
- Complete intake and follow-up assessments and collaboratively develop and monitor psychological and psychosocial treatment goals.
- Provide limited clinical case management and advocacy to psychotherapy clients, including connecting clients to community resources addressing medical, legal, social, economic, employment, and educational needs.
- Design and facilitate culturally responsive groups that support the collective healing of survivors of human rights abuses.
- Conduct psychological asylum evaluations, collaborate with legal representatives, testify in Immigration Court as needed, and accompany clients to asylum interviews and court hearings when clinically indicated.
- Complete timely and accurate clinical documentation and data collection in *Salesforce* and other required EHR systems, and participate in interdisciplinary client care, team meetings, consultation, and supervision.

Other Duties

- Coordinate and track organizational training requests, including assessing capacity, supporting the development and facilitation of trainings, and using training data to inform recommendations for the future growth of PTR's training program.
- Participate in and facilitate team meetings, trainings, and other organizational activities that support staff development and cross-program collaboration, and perform other duties consistent with the scope of the position and PTR's evolving needs.

QUALIFICATIONS

Required Education & Experience

- Master's degree in Clinical Social Work (MSW), Counseling Psychology or Marriage and Family Therapy (MA, MS); Doctoral degree in Clinical or Counseling Psychology (Psy.D or Ph.D)
- Licensed as a mental health provider in the state of California (LCSW, LMFT, Licensed Psychologist), or able to obtain licensure in CA if licensed in another state.
- 3+ years of experience providing culturally responsive trauma-informed psychological and psychosocial care for diverse and underserved populations.
- Experience with and interest in trauma-informed, client-centered and relationally-oriented approaches to care and clinical supervision.

- Experience with and interest in developing and implementing structures, systems, protocols and procedures for direct client care.
- 3+ years experience in team management and/or group leadership within multidisciplinary teams.
- Experience and/or interest in fostering diverse, equitable and inclusive work environments.

Preferred Experience

- Experience working with refugees, asylum seekers and/or immigrants.
- 3 to 5 years of post-license experience, and eligible to supervise pre-licensed clinicians.
- Experience working in different languages and/or with in-person interpreters.
- Experience conducting psychological evaluations for asylum claims.
- Fluency in one or more languages in addition to English, with Spanish highly desirable.
- International work, study and/or living experience.

Competencies & Interests

- Global cultural and contextual awareness for working collaboratively with internationally diverse clients and team members.
- Demonstrated commitment to global social justice, anti-racism and human rights.
- Capacity for self-reflection, humility, respect for differences and ability to manage disagreement.
- Strong organizational skills, attention to detail and ability to attend to dynamic responsibilities.
- Flexibility, patience and ability to adapt to developing program needs.
- Maturity, initiative, resourcefulness and ability to creatively problem-solve.
- Interpersonal warmth, empathy, sense of humor and calm.
- Excellent interpersonal, verbal and written communication skills.
- Ability to work effectively under pressure with limited resources.
- Proficiency with MS Office Suite and Google Drive.

Salary & Benefits

- \$85k - \$100k annual salary based on skills and experience
- Health, dental, and vision Insurance
- Vacation, paid holidays, and sick leave
- Professional development allowance
- 401(k) retirement available
- A flexible work schedule with a minimum of three days onsite or within the community required

If interested, please submit the following to jobs@traumapartners.org with the subject “Application for Clinical Program Manager:” 1) a cover letter, 2) your most recent *curriculum vitae* or resume, 3) a one-page statement about your clinical philosophy, and 4) a one-page statement about your approach to clinical supervision and team management. Please include your name in the title of each document.

Applications will be reviewed on a continuous basis until the position is filled. To learn more about Partnerships for Trauma Recovery, please visit our website at www.traumapartners.org. PTR is committed to creating a diverse workplace that reflects the nature of our work as well as our international client population. BIPOC, LGBTQ and immigrant candidates are strongly encouraged to apply.

Partnerships for Trauma Recovery is an equal employment opportunities (EEO) and does not discriminate on the basis of ancestry, age, color, disability (physical and mental, includes HIV and AIDs), genetic information, gender, gender identity, gender expression, marital status, military or veteran status, national origin, race, religion (includes religious dress and grooming), sex (includes pregnancy, childbirth, breastfeeding, and/or related medical conditions), sexual orientation, or request for FMLA in accordance with applicable federal, state and local laws.

Healing the psychosocial impacts of trauma for a more peaceful tomorrow

www.traumapartners.org