



Counseling Services Program Manager

This position focuses on providing management, supervision, and leadership for The Mountain Center's Counseling Services Program. The Counseling Services Program Manager also provides individual and group clinical supervision for assigned therapists and oversees caseloads and deliverables of each Clinician and Case Navigator. Occasionally, this position will provide individual and group therapy depending on the needs of the program. Additionally, the Counseling Services Program Manager will oversee the CCSS program and provide group clinical supervision for paraprofessionals. Candidates should have experience providing individual and group therapy to youth, adults and families with a wide range of backgrounds and disorders.

Reports to: Clinical Director

WORK PERFORMED:

- Implement the clinical vision, goals, and objectives in alignment with the organization's overall strategic plan.
- Provide leadership and guidance to clinical and programmatic staff, promoting a culture of excellence, collaboration, and continuous improvement.
- Collaborate with the Clinical Director to develop and execute strategies to enhance programmatic services and meet deliverables.
- Enforce and maintain policies, procedures, rights, rules, regulations, guidelines, and adherence to and compliance with client service delivery, confidentiality, and ethics.
- Provide administrative supervision for all assigned Counseling Services staff members.
- Provide clinical supervision, guidance, and support to assigned clinical staff, promoting professional growth and development.
- Oversee the CCSS program deliverables and provide group clinical supervision for paraprofessionals.
- Recruit, onboard, train, supervise, and evaluate assigned staff, fostering a collaborative and supportive work environment.
- Address any personnel concerns, conflicts, or performance issues in a timely and appropriate manner. Complete related documentation that communicates clearly and tactfully with the employee and that is included in the employee's personnel record.
- Conduct performance evaluations, provide feedback, and implement professional development plans for staff members.
- Provides training and oversight for EMR Bear functions for new staff members and at regular intervals, as indicated.
- Supports the Admissions Coordinator with health records requests.

- Oversees clinical caseloads and deliverables for all assigned Counseling Services staff members.
- Conducts Comprehensive Assessments for new intakes, when necessary.
- Assigns clients to the appropriate clinical staff member for direct care.
- Assists other staff in the management of client emergencies according to TMC policies and procedures and in accordance with training.
- Responsible for creating and maintaining a therapeutic and safe environment for clients and staff.
- Monitor industry trends, research, and best practices to identify opportunities for innovation and improvement in clinical practices.
- Facilitate regular team meetings and promote continuous learning and knowledge sharing among the staff.
- Prepare regular reports on program activities, progress, and outcomes for contracts as well as internal and external stakeholders.
- Submit contract reports and other administrative documents on time.
- Along with the Clinical Director, oversees and is accountable for any program contracts and the delivery of services.
- Stay up-to-date with relevant laws, regulations, and accreditation requirements and ensure compliance across clinical operations.
- Along with the Clinical Director, assists with regular internal audits and oversees site visits (contracts, MCOs, funders) and reviews of clinical practices, documentation, and processes to identify areas for improvement and implement corrective actions.
- Prepare and participate in regulatory audits, inspections, and surveys, addressing any findings and implementing corrective actions.
- Oversees CARF conformance functions, as assigned.
- Oversees Outpatient Therapist essential job functions, and occasionally provides direct client service, when necessary or desired, contingent upon approval from the Clinical Director.
 - Provide individual, group, and family therapy, psycho-education cognitive/behavioral methods, motivational methods, CRA, or other therapeutic modalities as assigned.
 - Perform assessments on clients utilizing ASAM levels of care, a biopsychosocial assessment and other evaluation tools as assigned.
 - Assist clients in the development and implementation of their personalized, individual treatment plans, which address their self-identified co-occurring treatment issues.
 - Prepare and maintain complete case files on all assigned clients, making sure that all required services, forms, and reports are included and complete.
 - Record client progress notes that are reflective of the treatment goals and objectives.
 - Provides and coordinates referral services for clients to other agencies for services not provided by TMC.
 - Attends all mandatory meetings or training sessions, as assigned.
 - Participates in initial and ongoing training and other EBP's utilized for client service delivery. Maintains fidelity to the EBP's being utilized.
 - Maintains confidentiality in accordance with State and Federal law, the Social Work Code of Ethics and TMC policies and procedures.
- Performs other related duties as required by Supervisor.

QUALIFICATIONS:

- Master's level, Independently Licensed in the state of New Mexico, mental health/substance abuse Counselor or Therapist, LCSW or LPCC and meets the criteria to supervise Social Workers and Counselors in the State of New Mexico.
- NPI number and NM Medicaid number.
- Two years or more of experience in leading teams and supervising personnel.
- Two years or more of experience working with clients with co-occurring mental health and substance abuse assessment and diagnosis, specifically with opioid-dependent clients.
- Experience providing individual and group psychotherapy.
- Must have and maintain a current, valid NM Driver's License. Must also have and maintain clean driving records, as well as auto insurance.
- Pass CYFD and other background checks.
- Must identify with TMC mission and purpose.
- Have a strong desire to reduce the harm associated with substance use and help our clients into a healthy pathway into recovery.

Preferred Qualifications

- Bi-lingual/Bi-cultural preferred. (English/Spanish/other local languages).
- Experiential Education and or Adventure Therapy background.
- Approved CCSS Supervisor in the State of New Mexico
- LCSW preferred

Skills, Abilities and Experience

- Excellent interpersonal skills with the ability to effectively listen and offer solutions without passing judgment.
- Ability to communicate in English, both verbally and in writing.
- Ability to maintain highly confidential information in a professional manner.
- Proficient in Microsoft Office including Word, Outlook, Access and Excel
- Working knowledge of standard office equipment (personal computer/laptop, phone with voicemail, fax, copier, etc.).
- Demonstrated capacity to effectively market the Center's programs while strategically developing community networks to establish and/or maintain continued support for the Center.
- Clear driving record and valid driver's license with solid driving skills due to extensive travel; willing and able to use personal vehicle for local travel on Center business with valid driver's license and proof of insurance.
- Familiarity with the social, cultural and economic make-up of New Mexico or service area and ability and willingness to work with diverse populations.

Equal Employment Opportunity: The Mountain Center provides equal employment opportunities to all qualified individual without regard to race, color, religion, ancestry, national origin, age, sex, spousal affiliation, sexual orientation, gender identity, non-disqualifying physical or mental handicap or disability, or serious medical condition

Americans with Disabilities Specifications: The position is primarily in an outdoor setting working out of a motor vehicle, requiring long periods of standing and walking in and out of a vehicle. This position also requires some sitting at a desk in front of a computer. Presentation and community outreach tasks may require the

employee to sit or stand for long periods of time. Extensive travel, typically by automobile; must be comfortable driving on unpaved/uneven roads and in inclement weather, during sunrise/sunset and in the dark. Employee must have the ability to clearly communicate in person and on the telephone in the decibel range of normal conversation levels. Employee must be able to hold a pen, type and grasp documents. In addition, this position requires the ability to lift 50 lb unassisted and assisted when over 50 lbs. In addition, this position requires excellent eye-hand coordination, the ability to hear normal conversations in situations that are noisy due to equipment noise, extensive walking, uneven ground, ability to climb, reaching, pulling and pushing 75 lbs and work at heights of 60 feet and or more.

Equipment Used: Personal computer and standard office equipment (phone with voicemail, fax, copier, scanner ten-key calculator). Frequent use of tools used in building repairs such as; saws, drills, wrenches, screwdrivers, and other hand tools, ability to climb ladders. Other equipment used are ropes, carabiners, and harnesses (adventure programming).

Job Responsibilities Notes: The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. The Mountain Center may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS

Creation Date: 6/25/2025

Revision Date: 3/9/2026

Supervisor: I have approved this job description and reviewed it with my employee.

Signature:

Date:

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature:

Date:

Human Resources Director

Signature:

Date:

The signed acknowledgment will be sent to Human Resources for inclusion in the personnel file.