



Position Description: Director of Clinical Services

Reports To: Executive Director

Payroll Type: Non-Exempt

Work Status: Full-time, 40 hours weekly

Supervisory: Yes

Salary Range: \$120,000 – \$150,000 annually, depending on experience and open to discussion.

Initiated/Updated: May 6, 2025

Department: Clinical Services

Regular Hours: 40 hours per week

Schedule: Monday to Friday; flexible, @ least 3 days a week in person evenings and weekends required as needed

Location: 2380 Salvio St. Suite 301 Concord CA 94520

ORGANIZATIONAL HISTORY

The Rainbow Community Center of Contra Costa County (Rainbow) was founded in 1995 to serve the well-being of the LGBTQI+ Community in Contra Costa County. Founders wanted to develop programs to reduce isolation of LGBTQI+ people and provide a space for community development. Rainbow continues to provide a safe and welcoming place building community among LGBTQI+ persons and our allies through social programs, support groups, clinical services, training, special events, and emergency programs.

MISSION

Rainbow builds community, equity, and well-being among Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Intersex (LGBTQI+) people & our allies.

VISION

Rainbow envisions a society that advocates for and celebrates gender and sexual diversity, racial justice, safety, and liberation for all through healing centered engagement.

Rainbow builds community, equity, and well-being among Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Intersex (LGBTQI+) people & our allies through social opportunities, health & wellness services, and awareness programs.

Historically Marginalized and Intersectional LGBTQI+ Identities encompass:

- Transgender and Gender Non-conforming
- Black, Indigenous and People of Color
- Women
- Neurodiversity & Mental Health Abilities
- Physical Abilities
- Body Diversity
- HIV Status
- Elders
- Youth
- Immigrants
- Interfaith
- Familial Composition
- Class/Socioeconomic Status

**'inclusive' with its implied power differential, whereas 'expansive' refers to centering power with marginalized people*

As Rainbow transcends its vision from inclusive to expansive*, we will be able to represent by centering and reaching a wider scope of People of Color, intersectional, and marginalized LGBTQI+ identities more effectively. We understand that “inclusion”, which in meaning and implementation, holds and maintains a power differential, whether intentionally set. With this position we look to center folx that need access to adult support and services within our communities.

VALUES

Authenticity. We are legitimate and true, able to express hope, pride, joy, love, compassion, and support with one another and ourselves.

Bravery. We cultivate emotional strength building spaces for ourselves and one another that inform and redefine safety.

Education. We teach in welcoming, dynamic, fluid, open-hearted, and impactful ways demonstrating we are always learning.

Healing. We believe in holistic, restorative, and transformational approaches and processes.

Liberation. We are committed to racial and economic justice through the work of solidarity, positive representation, equity, and advocacy, to achieve freedom of limits.

ORGANIZATION CULTURE

Our services are based upon a three-tier model of interventions that are designed to reduce isolation, identify individuals in need of direct support, and increase resiliency of our community members – all while building skills needed to cope with the impact of living in a heteronormative and often rejecting dominant culture. Our work is also grounded within a vision of creating a society that embraces acceptance for people of all sexual orientations and gender identities and expressions.

We are dedicated to the development of Rainbow as a learning organization where board, staff, volunteers, and those we serve can join in co-creation of a culture that truly demonstrates the expression of our mission to build community and promote well-being. We are committed to learning together, sharing our knowledge, empowering each other, and creating an organization that supports the development of compassionate, reflective, talented, innovative, and dedicated employees, interns, and volunteers.

JOB SUMMARY

The Director of Clinical Services (DCS) is responsible for overseeing and developing the Clinical department including hiring, supervision, evaluation and scheduling. Develop, plan and implement strategies for program continuation and growth. Provide clinical training to clinical staff and interns. Organize and maintain compliance for current grants and contracts, and apply for new grant funding as needed. This position must have a positive and supportive attitude toward the agency and its overall success. This position provides both clinical and personnel supervision of the clinical staff. Must have the ability to think globally, solve problems and have good decision-making skills, including critical thinking skills.

OVERALL SKILLS, ABILITIES AND EXPERIENCE

- Work collaboratively with the Co Executive Directors (Co - EDs) to lead Rainbow Community Center and ensure the organization is meeting its mission and vision, and strategic plan initiatives. Additionally, work collaboratively and communicate effectively with other members to ensure coordination between all Rainbow's programs and services.
- Supervise and oversee all aspects of the clinical department following the agency mission demonstrated by setting departmental goals and objectives. Evaluate existing contract compliance, monitoring and reporting to ensure all goals are being met.
- Project, develop, and monitor revenue and expense budget for fee for service programs that includes private pay, Medi-Cal, EPSDT and Victims of Crime funding. Work effectively with CPA firm to develop an efficient

billing system. This includes working with the Clinical Case Manager and Mental Health Billing Specialist to monitor billing productivity of staff.

- Identify and apply for new grants and contracts to meet the needs of the clients and organization.
- Develop, plan and implement strategies to manage program growth and ensure self-funding and sustainability of the department. Regularly review and recommend changes in services to meet client needs with particular emphasis on services for underserved populations, oversight of evaluations and quality assurance functions for the department including assessment of applicable legal and professional requirements and monitoring treatment plans for clients. Initiate, implement and monitor compliance with evidence-based practices and ensure contract compliance for staff and trainees within the department.
- Responsible for the hiring, supervision, evaluation, scheduling, promotion, and corrective action of paid staff and trainees within the department. This includes the recruitment of clinical interns, conducting outreach and maintaining working relationships with graduate schools, and the responsibility to regularly provide clinical training to clinical services staff and interns.
- Represent Rainbow in a professional manner within the organization, as well as, the community, corporate and donor environments.
- Must have an attitude of friendliness and maintain good working relationships with all Rainbow's staff and volunteers.
- Must be reliable and consistent with attendance and punctuality to work.
- Understand and follow all policies and procedures of Rainbow, and participate in strategic planning
- Carry out other duties as assigned or agreed upon with ED.

Tech platform working fluency:

- Google Workplace applications including Gmail, Calendar, Docs, Sheets, Forms, Slides and Drive
- Microsoft Office including Word, PowerPoint, and Excel
- Zoom video conferencing

Commitment to learning or possession of working knowledge of program, development, and management approaches:

1. **ACEs Aware:** <https://www.acesaware.org/ace-fundamentals/>
2. **Asset & Strength-based Practice** <https://positivepsychology.com/strengths-based-interventions/>
3. **Cultural Humility:** <https://hogg.utexas.edu/3-things-to-know-cultural-humility>
4. **Depth of Knowledge & Bloom's Taxonomy** <https://www.synergiseducation.com/blooms-taxonomy-and-webbs-depth-of-knowledge/>
5. **Embracement of LGBTQI+ Cultures** (SOGIE Handbook as one reference example) https://www.health.ny.gov/prevention/sexual_violence/docs/sogie_handbook.pdf
6. **Emergent Strategy** <https://fortelabs.co/blog/emergent-strategy-organizing-for-social-justice/>
7. **Expansive Practices** (pp 25-33) https://www.health.ny.gov/prevention/sexual_violence/docs/sogie_handbook.pdf
8. **Growth Mindset** <https://www.mindsetnetworks.com/science/>
9. **Human Centered Design Process** <https://www.usertesting.com/blog/how-ideo-uses-customer-insights-to-design-innovative-products-users-love>
10. **Positive Youth Development (PYD) Framework** (universal application though focused on youth) <https://www.youthpower.org/positive-youth-development-pyd-framework>
11. **Restorative Practice** (partnered with Collective Healing and Transformation-CHAT) http://64.166.146.245/docs/2021/MXCAB/20210717_1852/46141_The%20CHAT%20Project_Measure%20X_FINAL_7-2-21.pdf
12. **Search Institute's Developmental Assets Framework** (universal assets though focused on youth) <https://www.search-institute.org/our-research/development-assets/developmental-assets-framework/>
13. **Social and Emotional Learning (SEL)** <https://www.instituteforsel.net/approach>
14. **Trauma-Informed & Healing Centered Approach** https://www.cdc.gov/cpr/infographics/6_principles_trauma_info.htm

JOB QUALIFICATIONS

- Required Licensed Clinical Social Worker or Licensed Marriage Family Therapist.

- Required licensed for 2 years and able to Supervise per the BBS requirements <https://www.bbs.ca.gov/licensees/supervisor.html>
- At least 3-5 years of experience with mental health and related services.
- At least 2-3 years of experience training and supervising staff within a mental health setting.
- At least 2-3 years of progressively responsible non-profit program management experience.
- At least 2-3 years of experience with grants and contract management.
- Familiarity with basic aspects of LGBTQ+ cultures and mental health treatment models.
- Experience collaborating with county, state, and federal agencies and school systems.
- Proven experience and demonstrated ability to generate revenue for clinical services.
- Knowledge of mental health billing applications and procedures (Medi-Cal, Victim of Crime, and/or other types of client billing).
- Experience and confidence with program development and evaluation, as well as identifying and implementing evidence based practices.
- Experience working in crisis settings with individuals and families. Ability to gain an understanding of the Agency's mission and culture and the ability to maintain appropriate boundaries with staff and clients in all circumstances
- Awareness of and sensitivity to the cultures represented in Contra Costa County. Ability to work in and adapt to the culture of a multi-cultural, community-based organization
- Commitment to a high level of integrity and to maintain staff, intern and client confidentiality, as well as meeting all local, state and federal privacy and confidentiality requirements.
- Ability to multitask effectively with strong organizational skills and attention to detail.
- Strong interpersonal and communication (written and public speaking) skills .
- Proficiency in computer skills, especially using Microsoft applications (Word, Outlook, PowerPoint, Excel, Publisher), Google applications, and customized databases.
- Ability to work flexible hours and travel as needed for required meetings (for grants/contracts or to communicate and advocate for Rainbow's needs).
- Reliable transportation, valid California Driver's License with a clear driving record and proof of insurance.

EDUCATIONAL REQUIREMENTS/LICENSES/CERTIFICATES

Any combination of education and experience that would provide the necessary knowledge and abilities listed above, plus:

- License and Masters degree in Counseling (MFT preferred), Social Work or similar field is required
- Possess and maintain a valid, non-restricted California Driver's License

HOW TO APPLY

To be considered for this position, please submit a cover letter, resume and three professional references to rcc@rainbowcc.org with the subject line: "Director of Clinical Services Application." Only candidates meeting all of the minimum qualifications may be invited for an interview.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.