

## RATANAK ACHIEVEMENT PROGRAM (RAP) Job Description: Psychosocial Technical Supervisor *January 2014*

**Job Title:**

Psychosocial Technical Supervisor

**Program:**

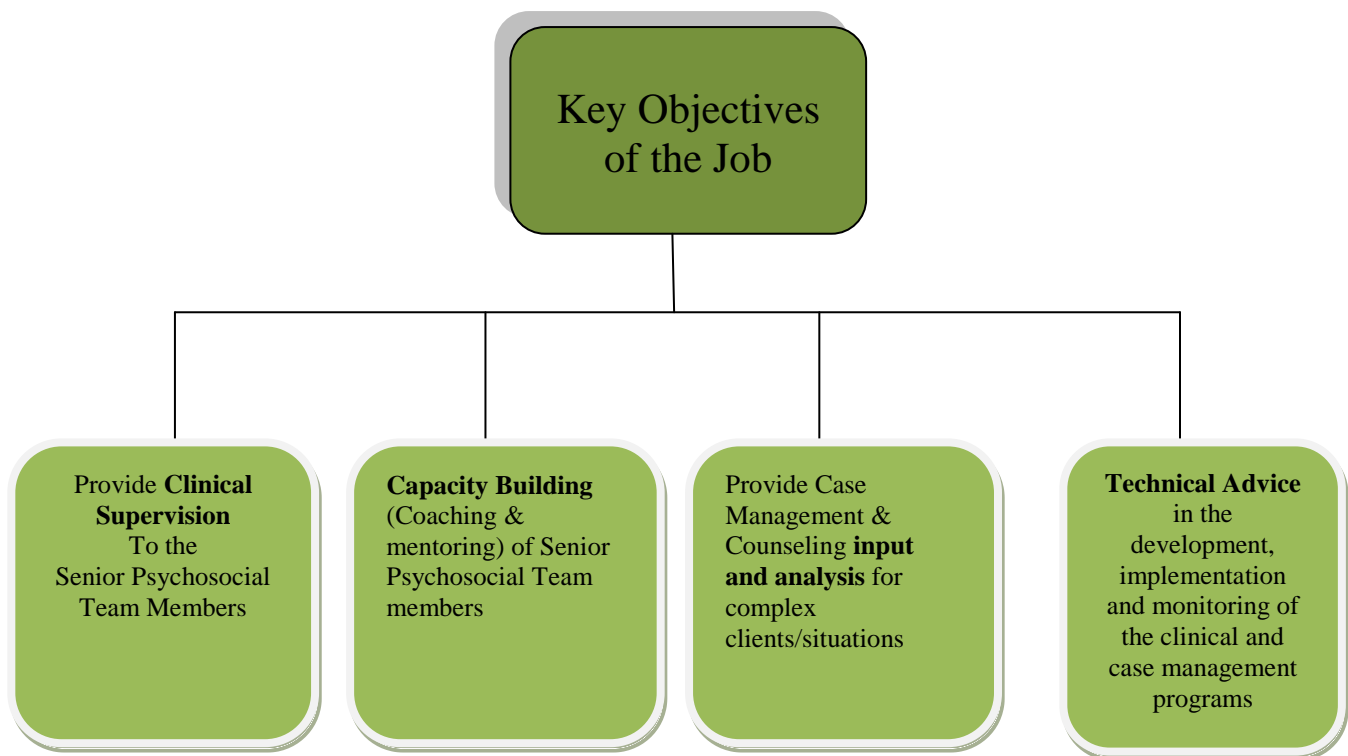
Ratanak Achievement Program (RAP)

**Job Purpose:**

To oversee the quality of RAP psychosocial services and to support and offer technical input to the Clinical and Case Management teams to increase their capacity to offer a high quality trauma informed service.

Note:

*[Trauma Informed care is practice that understands Trauma and its impact; Practice that integrates trauma understanding in to care and planning with a client; A belief that recovery is possible; Displays healthy boundaries; Promotes safety; Ensures cultural humility; Organization shares power and governance; Integrated and holistic system of care; Caring and supportive relations]*



**Responsible To:**

**Direct:** RAP Program Manager

**Indirect:** Country Director - Cambodia

**KEY RESPONSIBILITIES AND DUTIES:**

**Clinical Supervision**

To provide clinical supervision, support and debriefings to the Senior RAP Psychosocial Team (Counselor, Social Worker, Case Management Coordinator, Home Advisor Coordinator)

- Provide fortnightly individual clinical supervision to RAP Senior Psychosocial staff and encourage staff to share their experiences, insights and knowledge of situations
- Provide debriefings for critical incidences as required
- Facilitate/Co facilitate a Monthly Group Supervision with Psychosocial team members
- Support the Psychosocial team members with initiatives and other team support activities as resources allow and as required to enhance quality service delivery to the RAP participants
- To assist and advise RAP Psychosocial team members on clinical practice issues which may assist their case management/counseling and day to day interactions with clients and facilitate discussion and support for problem solving
- Build cooperation, team spirit and a supportive and learning environment in the psychosocial department

**Capacity Building (Coaching & mentoring) of Senior Psychosocial Team members**

Work alongside the Senior Psychosocial staff to develop their skills in counseling and case management and ensuring their practice is aligned with the RAP Framework

- Provides ongoing, regular feedback and evaluation to Psychosocial staff on the quality of their clinical & Case Management work.
- Ensure the staff understand and are implementing minimum standards of practice.
- Support the Case Management Coordinator and Home Advisor Coordinator with identifying and developing relevant trainings for RAP staff to support their understanding and development of technical capacities/skills
- Provide ongoing feedback and recommendations to the RAP Program Manager regarding training and professional development for Psychosocial staff

**Provide Case Management & Counseling input and analysis for complex clients/situations**

Facilitate discussions in formal (Case Conferences & Supervision) & non-formal situations ensuring that sound assessment, planning, and practice methods are in the best interest of the client and in line with the RAP practice Framework

- Assist in the development of quality case management and counseling processes to ensure the young women at RAP are always involved in any decision making processes about them

### **Technical Advice in the development, implementation and monitoring of the Clinical and Case Management programs**

- Support the Clinical and Case Management staff in monitoring & evaluations, program development and new concepts and methodologies that will further support the young women's growth and development
- Support the Psychosocial Team members develop and update clinical/counseling service policy and procedures and other support documents/resources and tools to support best practice standards
- Support the Psychosocial Team to plan for the overall counseling and case management departments, which includes setting clear goals and objectives with related activities and outcomes
- Encourage on-going quality assurance of Counseling and Case Management files and applicable systems – Regular reviews of clinical/counseling and case management records and files to maintain accuracy, thoroughness.
- Support the Counselor with research of other models of therapy and creative therapeutic support programs which are currently being used in the treatment of trauma and/or support of complex issues for young women who are victims of trafficking and sexual exploitation. Particularly those models which have been evaluated and show best practice standards and fit within the RAP Practice Framework.
- Develop and maintain productive partnerships with other community organizations who provide counseling/therapy and whose approach fits within the RAP Practice Framework.
- Support the Case Management Coordinator to source/develop and/or facilitate living skills/personal development/sexual health workshops for the RAP young women.
- Support the development of a library of resources for staff on best practice standards, tools for working with RAP clients and topics of general interest that will support the daily work and interactions between staff and the RAP young women.
- Encourage the documentation of best practice, lessons learned and case studies.
- Contribute to and foster an environment where staff are encouraged and provided with opportunities for professional development

### **Organizational Participation**

- Identify organizational issues impacting on service delivery and/or on RAP Psychosocial staff, and work collaboratively with management to address these issues.
- Provide weekly updates to the RAP Program Manager regarding any issues and developments related to case management and clinical programs
- Provide feedback to the RAP Program Manager regarding the annual staff performance evaluation for the Psychosocial staff
- Meet internal and external reporting requirements as needed by the RAP Program Manager
- Assists with the recruitment and orientation of new psychosocial staff including volunteers and interns
- Active embracement of a team culture that is supportive, accountable, transparent and self reflective, and that supports a high level of ethical practice
- Is highly trustworthy – is ethical, transparent and approachable;

- Is purposeful – Is responsible for giving clear direction and guidance to the psychosocial team;
- Is responsive – takes responsibility for making timely decisions about the day to day running of the program/within the delegation of the role;
- Work collaboratively and closely with the Case Management Coordinator to ensure a quality holistic and therapeutic program is delivered to the RAP participants

### **Spiritual Formation**

- Facilitates a supportive environment for the spiritual formation of staff, the internalization of Ratanak's Vision, Mission and core values. Encourages the full expression of Ratanak's Christian identity

### **Other**

- In addition, the Psychosocial Technical Supervisor will perform any other tasks as assigned by the RAP Program Manager.

### **Required Knowledge, Skills, and Expertise**

- Knowledge of complex trauma and different modalities in the assessment and treatment of such trauma, specifically sexual abuse and attachment disorders
- Knowledge of Child & Adolescent Development
- Strong strategic thinker
- Excellent networker and partnership builder
- Ability to speak and understand the Khmer language is an asset
- Experience working in a cross cultural setting is an asset
- Computer literate in basic office programs
- Team work skills
- Problem solving ability
- Proficiency in record keeping
- Solution seeking (sees problems as opportunities)
- Excellent relational skills
- Commitment to lifelong learning

### **Required Education, Experience, and Attributes**

- Masters degree in Mental Health Field/Clinical Social Work
- Minimum 5 years working experience in Mental Health Field/Clinical Social Work
- Experience in working in residential care or in a shelter/after care environment
- Experience in counseling
- Experience and/or understanding of case management
- Experience with & passionate about working with young women
- Experience in the field of human trafficking is an asset
- Christian regularly attending a local church

- Must understand and agree with Ratanak's vision, mission and core values.

## **DESCRIPTION OF WORK CONDITIONS/ ENVIRONMENT**

### **Period of Employment:**

- Full Time Employment

### **Work Schedule:**

- Forty (40) hour work week organized within a maximum of six days per week
- Monday through Friday
- At times the Psychosocial Technical Supervisor may be required to work additional hours.

### **Pay Scale:**

- Based on relevant work experience

### **Increases in Salary:**

- The salary will be reviewed on an annual basis in conjunction with the annual performance review.

### **BENEFITS:**

Ratanak International staff is entitled to benefits outlined in the Staff Policy and Procedures Handbook:

- Expat Employee benefits will be determined on a case by case basis

### **Statutory Holidays:**

Listed below are eligible statutory holidays where staff is eligible for twenty (20) paid holidays:

1. New Years Day – January 1, 2014
2. Victory on Genocide Day – January 7, 2014
3. International Women's Day: - March 8, 2014
4. Khmer New Years: April 14, 15, 16, 2014
5. King Sihamoni's Birthday: May 13, 14, 15, 2014
6. Norodom Monineath Sihanouk's Birthday: June 18, 2014
7. Pchum Ben Day: September 22, 23, 24, 2014
8. Norodom Sihanouk Day: October 15, 2014
9. Water Festival: November 5, 6, 7, 2014
10. International Human Rights Day – December 10, 2014
11. Christmas: December 25, 26, 2014