

Position Title: Direct Services Program Lead

Reports to: Director of Programs

Job Type: 32-36 hours per week, hourly

Compensation: \$34.50/hr - \$35.50/hr DOE

Location: In-person; Twisp, WA

Application Timeline: Open until filled; Deadline to apply is Wednesday, March 4th by 5pm. Preferred start date of April 1, 2026.

Job Summary: The Direct Services Program Lead is responsible for overseeing the Direct Service Program and providing trauma-informed supervision to Room One's Client Advocates (currently six staff members). The Direct Services Program Lead will support their successful use of the Advocacy Based Counseling model to serve a diverse population of individuals in the Methow Valley. Primary responsibilities include: implementing, managing and tracking the use of resources; overseeing and developing services offered by Room One; cultivating and developing relationships with key stakeholders and partners; and working in collaboration with the Director of Programs to evaluate all activities within the Direct Service program domain to ensure their continued alignment with Room One's Mission and community need. This position requires a highly organized, collaborative, compassionate leader with strong knowledge of, and expertise in, the field of mental health, psychology, social work and/or trauma-informed care.

About Room One: Room One is a social service organization located in the Methow Valley, Okanogan County. Room One offers many different services and programs, including one-on-one support, connections to resources, school programs, support groups, advocacy, and more.

Qualifications:

- Degree in psychology, social work, mental health counseling or related field; Licensure preferred but not required.
- Demonstrated experience in trauma-informed supervision; Ability to empathize and respond calmly in emotionally-charged or crisis situations
- Demonstrated experience with program management and evaluation
- Excellent interpersonal, communication, and organizational skills
- Collaborative approach to teamwork, ability to work effectively with a diverse group of personalities, skillsets and abilities
- Strong understanding of the issues involved in organizing for social justice, and a strong commitment to meeting the particular challenges facing communities of color, low-income communities, and organizations working in rural communities
- Proficiency with program management software, CRM systems, and Microsoft Office and/or Google Workspace

Core Responsibilities

Supervision & Mentorship

Provide trauma-informed supervision to Room One's Client Advocates (currently six staff members) to support their successful use of the Advocacy Based Counseling model to serve a diverse population of individuals in the Methow Valley.

- Hire, onboard and train new Client Advocates in collaboration with Admin Team (including HR)
- Lead structured monthly or bi-monthly check-ins with each individual Client Advocate (currently six staff members) to support their health, growth and success in their work including supporting practices around self-care, identifying and tracking individualized professional goals, giving and receiving feedback, and completing annual performance reviews.
 - Work in close collaboration with the Director of Programs to co-supervise staff members who are also leading/participating in Prevention Programs. Co-supervision will include collaborating on the staffing schedule/model across program buckets and alternating bi-monthly check-ins where appropriate.
- Lead weekly team meetings (Direct Services and Client Processing)
- Create and manage weekly coverage schedule in collaboration with Direct Service Team members
- Consult on client appointments with as-needed, including providing direct supervision/support or debriefing after appointments, particularly when complex mental or behavioral health needs are a presenting issue
- Support the creation and implementation of behavior contracts (with clients) as-needed
- Receive and manage all time off requests and corresponding coverage needs
- Provide continued evaluation, development and refinement of Advocacy Based Counseling model to ensure it is used effectively and sustainably
- Support Client Advocates in identifying and engaging in relevant professional development opportunities
- Oversee accurate use of the client database, including timely and high quality note-taking
- Provide global and individualized guidance and structure around caseloads and boundaries to support a sustainable workload for each Client Advocate
- Provide direct education around vicarious trauma and mental health, facilitate ongoing team conversation to build group and self-awareness, and develop practical structure and systems for accessing support at Room One as-needed

- Co-lead coordination, training and oversight of Room One's front desk volunteers

Program Management, Development & Evaluation

Implement, manage, develop and track the use of all resources, services, and programs utilized by the Direct Services team; Work in collaboration with the Director of Programs to evaluate the use of all activities to ensure their continued alignment with Room One's Mission and community need.

- Manage, review and revise (as-needed) the Direct Services Handbook annually
- Manage, review and revise (as-needed) all policies and procedures related to the Direct Services team annually.
- Manage, review and revise (as-needed) data-tracking sheet, systems and reporting
- Manage, review and revise Room One's custom database (confidential client management software) to maintain strict confidentiality practices and make changes as needed to keep its functions up to date with day-to-day operations and practices
- Oversee the implementation of strict confidentiality practices across program and service areas
- Implement, manage, track and review all resources utilized by the Direct Services Team as sole lead or co-lead in collaboration with a Client Advocate; Provide reports from the database and data for grant reporting as-needed
 - Examples of resources include DCYF funds, Salvation Army vouchers, safety funds, food and gas vouchers, recreational vouchers, rental assistance, etc.
- Oversee, Co-Lead (on a case-by-case basis), and develop Direct Services programs and services; work in collaboration with the Director of Programs and Client Advocates to conduct annual program evaluations
- Oversee and manage spending and budgets pertaining to Direct Services programs

Partnership and Account Management

Maintain and grow strong relationships with key stakeholders to support smooth and timely referrals, promote information and knowledge sharing, and foster coalition building across mission-aligned resources and social service programs.

- Manage organization user accounts (such as Washington Connection, Washington Healthplanfinder, etc.) oversee activity, use and compliance
- Attend weekly, monthly and/or quarterly partnership meetings in person or online that concern resources and services utilized or relevant to the Direct Services Program
- Maintain extensive knowledge of the resources and programs both at a local, statewide and national level that are relevant to the Direct Services Program and clients served

therein, including remaining in the loop about policy changes, funding or eligibility changes.

Application Instructions

Please email resume and letter of interest to Room One's Finance & HR Manager, Mallory Conner: mallory@roomoneorg.