



Space to Heal.

Clinical Manager, Services for Survivors

Job Title: Clinical Manager (CM), Services for Survivors
Reports To: Executive Director (ED)
Salary Range: \$70,000 - \$80,000
FLSA Status: Full Time, Exempt
Location: Work from Home

Organization Summary: Wings is a Denver-based nonprofit building systems of support for adult survivors of childhood sexual abuse (CSA) and their loved ones. We blend **in-depth health expertise** with the **healing power of community**, supporting survivors as they speak about, heal from, and thrive beyond CSA trauma. We envision **healthy lives, relationships, and communities for all**.

Our Guiding Principles: Inclusivity | Confidentiality | Empowerment | Resilience | Voice | Self-care | Accountability | Advocacy

Commitment to Diversity, Equity, Inclusion & Belonging (DEIB): Wings is committed to being an anti-oppressive organization, grounded in intersectional principles and fostering a culture of respect and inclusion for all. We are actively engaged in a transformational process to build these principles into all aspects of our staff and volunteer leadership, policies, practices, and programming.

Our Trauma Informed Approach: Wings' mission and our work centers on principles of trauma-informed practice, guided by SAMHSA (Substance Abuse & Mental Health Services Administration):

- | | |
|---------------------------------|---------------------------------------|
| *Safety | *Collaboration & mutuality |
| *Trustworthiness & transparency | *Empowerment, voice & choice |
| *Peer support | *Cultural, historical & gender issues |

Position Summary: The **Clinical Manager (CM)** is a full-time LPC or LCSW who leads the strategic implementation, quality, and continuous improvement of Wings' trauma-informed Services for Survivors program for adult survivors of childhood sexual abuse (CSA) and their loved ones. This role safeguards clinical excellence, advances DEIB commitments, and ensures every program delivers a healing-centered, empowering experience.

The CM oversees Wings' confidential phone consultation and referral services, therapist-facilitated and peer-centered support groups, and related initiatives. They provide clinical leadership and supervision to staff and contractors, strengthen facilitator teams, manage clinical risk with rigor and care, and drive data-informed quality improvement and impact evaluation.

Through steady leadership and clear standards, the CM ensures our programs consistently offer clinically sound, trauma-informed, culturally responsive, and gender-affirming spaces where



survivors feel safe, seen, and a genuine sense of belonging as they move through meaningful stages of healing.

Key Responsibilities

Trauma-Informed Practice & Program Leadership

- Lead the implementation and monitoring of Trauma-Informed Practices (TIP) across all Wings Services for Survivors.
- Ensure programs are aligned with DEIB values, culturally responsive and gender affirming for adult survivors and their loved ones with intersectional identities.
- Oversee program policies, procedures, and continuous improvement for support groups ensuring optimal participant experience and impact.

Facilitator Team Management

- Develop and oversee all onboarding and offboarding of support group Facilitators
- Provide or oversee clinical supervision (in collaboration with designated supervisors) and sign group notes as required.
- Communicate program announcements, clinical reminders, and resource sharing with contractors.

Supervision & Staff Management

- Supervise program staff, including Support Services Coordinators (SSC), Facilitators, interns, and other assigned personnel.
- Facilitate Programs Team meetings to ensure cohesion, training, and alignment on goals.

Group Operations & Clinical Oversight

- Respond to member and facilitator needs, addressing dynamics, concerns, or challenges to maintain safe, supportive group spaces.
- Oversee clinical elements of the group intake process.
- Conduct group site visits to support quality assurance and program fidelity.
- Manage clinical risk and safety issues, including assessments, mandated child abuse reporting, and crisis decision making.-

Program Evaluation, Data, and Reporting

- Lead program and data analysis efforts; participate in the Data Committee.
- Oversee the annual participant survey, analyzing results and integrating findings into program improvements.
- Lead Program Committee activities to ensure survivor-voice and wisdom is infused into program design, delivery and evaluation.
- Contribute clinical content and program outcomes to grant narratives and reporting.
- Serve as Programs EHR Manager, supporting data integrity and documentation quality.



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Organizational Participation

- Contribute to organizational planning, strategy discussions, and cross-department initiatives.
- Promote Wings' mission and trauma-informed culture across internal and external collaborations.

Other Duties

- Perform other duties as assigned in support of Wings' mission and program goals.

Knowledge, Skills & Abilities:

Knowledge

- Deep understanding of trauma-informed care, including SAMHSA's Trauma-Informed Approach principles and their practical application in clinical and program settings.
- Expert knowledge of clinical best practices for working with adult survivors of childhood sexual abuse, complex trauma, and post-traumatic stress.
- Strong familiarity with group therapy/support group models, group dynamics, and facilitation strategies for survivor-centered spaces.
- Knowledge of DEIB frameworks and how to integrate culturally responsive, anti-oppressive practices within clinical programs.
- Working knowledge of mandated reporting requirements, safety assessments, and crisis intervention procedures.
- Understanding of nonprofit program operations, including data evaluation, grant reporting, and program development.
- Familiarity with Electronic Health Record (EHR) systems and documentation standards.

Skills

- Exceptional clinical assessment and intervention skills, particularly in trauma, safety, planning, and supporting survivors through complex disclosure.
- Strong leadership and supervisory skills, including the ability to coach, mentor, and clinically support facilitators, interns, and staff.
- Skilled in conflict resolution, de-escalation, and guiding teams through challenging group or clinical dynamics
- Program development and continuous quality improvement skills, with the ability to translate feedback and data into enhanced services
- Clear, compassionate, and professional communication, both written and verbal.
- Strong organizational and time management skills, able to coordinate multiple programs, staff, and timelines simultaneously.
- Data analysis and interpretations skills, including ability to use data for reporting, evaluation, and decision making.

Abilities

- Ability to build trust, rapport, and psychological safety with staff, facilitators, and survivors.
- Ability to uphold confidentiality and ethical standards, especially in sensitive survivor-centered work.
- Ability to work collaboratively within a multidisciplinary, trauma-informed, and mission-driven team.



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- Ability to navigate emotional and complex clinical situations while maintaining professional boundaries and self-regulation.
- Ability to innovate and adapt programs to evolving survivor needs, community contexts, and organizational capacity.
- Ability to think strategically while managing day-to-day operations, balancing clinical responsibilities with program oversight.
- Ability to represent Wings with professionalism and empathy in internal planning and external partnerships.

Education and Experience:

- Master's degree in social work, counseling, psychology, or related field, required.
- Fully licensed (LCSW, LMFT, LPC/LPCC, or equivalent), required.
- Minimum 4–6 years of clinical experience with trauma survivors, preferably adult survivors of childhood sexual abuse.
- Experience with group facilitation and/or supervising clinicians who facilitate groups.
- Demonstrated knowledge of trauma-informed care, DEIB principles, and strengths-based clinical approaches.
- Strong organizational and leadership skills, with experience supervising staff or interns.
- Excellent written and verbal communication skills.
- Experience working in a nonprofit environment.
- Familiarity with EHR systems and program evaluation.
- Background in community-based mental health, peer support models, or survivor-centered programming.

Competencies:

To perform the job successfully, an individual should demonstrate the following.

Content Knowledge – Specific knowledge of child sexual abuse dynamics required. Knowledge of trauma informed care for clients required. Proven capacity to learn, understand and communicate these complex issues. Knowledge of gender based and sexual/domestic violence a plus. Awareness of and sensitivity to cultural, ethnic, racial, gender and gender identity, sexual orientation, and socioeconomic differences required.

Communications – Exhibits excellent listening and verbal communications skills. Exhibits excellent writing skills. Keeps others adequately informed. Selects and uses appropriate trauma informed and non-violent communication methods. Excellent presentation and public speaking skills. People oriented.

Continuous Learning – Assesses own strengths and opportunities for growth. Pursues training and development opportunities. Seeks feedback to improve performance and takes direction openly. Shares expertise with others. Strives to continuously build knowledge and skills. Excellent ability to learn and understand new developments and current trends in the non-profit world, as well as the world of sexual violence – locally, nationally, and globally.

Diversity Commitment – Dedicated to working within a diverse workforce. Demonstrates knowledge of and supports Wings' mission with a Diversity, Equity, and Inclusion commitment.



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Educates others on the value of diversity. Promotes a harassment-free environment. Shows respect and sensitivity for intersectional identities and differences.

Customer Service – Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service. Ability to initiate and build relationships with survivors, service providers, donors, and the community at large. Team player with a passion for innovation and being part of team to achieve transformational growth.

Planning & Organization – Integrates changes smoothly. Provides organizational structure and planning for staff and volunteers supervised by the position. Assists staff with integrating organizational change. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

Quality – Provides quality work products. Fosters quality focuses on others. Improves processes. Measures key outcomes. Sets and meets or exceeds clear quality expectations. Solicits and applies customer feedback.

Cultural Competencies

Awareness of one's own world view and that different world views exist

- Awareness of one's own attitudes, beliefs, biases, and assumptions about others
- Awareness of the various dimensions of diversity, including gender identity and/or expression, race, and ethnicity
- Acknowledging that people from other cultural groups do not necessarily share the same beliefs and practices or perceive, interpret, or encounter similar experiences in the same way
- Recognizing that everyone has at least some ethnocentric views that are provided by that culture and shaped by his or her individual interpretation of it
- Cultural knowledge of key populations will be served to address disparities that exist as it relates to adult survivors of childhood sexual abuse and their loved ones

Supervisory Responsibilities: Survivor Services Coordinator, Staff and Contract Facilitators, Interns as needed

Travel: Occasional travel around the Denver metro area will be required for the CM to attend Wings internal and external meetings, training, and events. While rare, staff may be asked to attend meetings or training in other parts of Colorado. Mileage reimbursement is provided for staff travel required for agency purposes.

Work from Home: This is a work from home position. Because this position deals with confidential information and situations, the staff must work from a home office; the CM cannot conduct most Wings' business in a public location. Wings will provide a laptop for work use, but the employee must have access to reliable internet service and provide their own cell phone, which can download the phone service app utilized by Wings.

Salary and Benefits: Competitive salary commensurate with experience, plus a comprehensive



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benefits package offering: generous PTO accrual and 9 paid holidays; major medical (several options available), dental, vision, and life insurance; voluntary short-term and long-term disability; HSA or FSA program; and 401k program with up to 3% employer match.

Wings values and is strengthened by diversity. We are committed to ending bias and discrimination in our community and ensuring equity within all aspects of our organization. We are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment, transfer, or promotion opportunities without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status, or any other characteristic protected by law.

Instructions to apply:

- Please send your letter of interest, résumé, and answers to the five questions found below to admin@wingsfound.org. Use the subject line: “Applicant – CM Full Time.”
- Please do not include answers to the questions listed below within your letter of interest but rather provide them in a separate attachment.
- Please send all attachments as one single document, saved as a PDF, so formatting will be preserved.
- Applications will be accepted through Friday, March 20, 2026.

- 1) What would your greatest hopes be, if selected for this position?
- 2) What combination of skills, experience and attitude make you prepared for this role?
- 3) What would success look like for you if you were in this position?
- 4) What type of support would be helpful to you to achieve this success?
- 5) What do diversity, equity, and inclusion mean to you and why are they important in the workplace?