Southern Tier Independence Center

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Position Title	Director of Behavior & Counseling Services	HR USE ONLY	
Date Issued	November 2026	Hour Per Week/ Status	40 hours/week/ Full-Time
Date Revised		Hourly Rate	$29.33
Reports to	Assistant Director	FLSA Status	Non-Exempt
Department	Behavior & Counseling	Location	Broome, Tioga, Chenango

Summary

The Director of Behavior & Counseling Services is responsible for the oversight of the agency's FSS Behavior Support Services, Professional Counseling Services, and Children's and Family Mental Health programming. This position ensures the delivery of high-quality, person-centered, accessible, and compliant services while supporting program sustainability and the agency's mission of prompting independence and self-determination for individuals with disabilities and mental health needs.

Education and Experience

1. Licensed as a Clinical Social Worker in NYS (LCSW, or LCSW-R), preferred.
2. Master's degree in Social Work (MSW) with intent to obtain licensure (LMSW).
3. Experience conducting functional behavioral assessments and training in the area of behavior support or behavioral interventions.
4. Experience developing and implementing behavioral support plans.

Knowledge, Skills, and Abilities

1. Strong commitment to the independent living philosophy, Person Centered Planning, consumer choice and integration of people with disabilities into all aspects of community life.
2. Strong leadership and team management skills.
3. Ability to effectively interact and work with individuals from diverse cultures and backgrounds.
4. Proficient in the use of all Microsoft Office applications (Excel, Word, Power Point).
5. Ability to communicate effectively, both verbally and in writing.
6. Demonstrate professional work habits including dependability, time management, independence and responsibility.
7. Knowledge of ethical and professional responsibilities and boundaries.
8. Excellent attention to detail and organizational skills.
9. Ability to multi-task and work effectively in both a team and individual setting.
10. Capacity to work in various settings, including home visits and community-based locations.
11. Valid driver's license, access to a reliable and insured vehicle, and compliance with all applicable state regulations, including required vehicle inspections and driving record checks. Accommodations may be provided for employees who provide travel training on public transportation or telehealth.

Essential Job Functions

1. *Department Leadership & Supervision*
    - Oversee and manage all aspects of the Behavior and Counseling programs (FSS Behavior Support Services, Professional Counseling & Children and Family Mental Health Counseling), including daily

operations, staffing, scheduling, service coordination, program performance, and administrative responsibilities.
    - Interview, onboard, train, supervise, and evaluate the performance of behavior and counseling staff.
    - Provide weekly individual case consultation and supervision to behavior staff, counseling staff, and departmental interns. Offer ongoing guidance regarding service delivery, intervention strategies, documentation, professional development, and complex cases.
    - Oversee program referrals, caseload assignments, service capacity, and waitlists to promote effective and equitable access to services.
    - Maintain an assigned caseload and provide direct service coverage and backup support across departmental programs as needed to ensure continuity of services, including during staff absences or vacancies.
2. *Behavior Support Services & Clinical Oversight*
    - Conduct Functional Behavioral Assessments (FBAs) in collaboration with the Behavior Support Specialist across community settings utilizing person-centered and strengths-based approaches to assess individual needs, skills, and behaviors.
    - Develop individualized positive Behavior Support Plans (BSPs) and Strategies Plans alongside the behavior support specialist to promote independence, skill development, emotional regulation, communication, safety, and community inclusion.
    - Review and approve FBAs, BSPs, and Strategies Plans, and related documentation to ensure quality and compliance with OPWDD regulations and agency policies.
    - Chair the agency's Behavior Plan Committee, coordinating the review and approval of behavior support plans and ensuring appropriate regulatory and person-centered considerations are addressed.
    - Provide training, consultation, and guidance to Direct Support Professionals (DSPs) and Vocational Support Professionals (VSPs) regarding the implementation of behavioral strategies and individualized support plans.
    - Monitor the implementation and effectiveness of behavioral interventions through documentation review, staff consultation, and ongoing evaluation of individual progress. Collaborate with the behavior support specialist to modify interventions and plans as necessary.
    - Review daily service documentation completed by DSPs through eVero and other applicable software programs to evaluate implementation of behavioral strategies and individual progress.
    - Review and approve Family Support Services (FSS) documentation to monitor service delivery and documentation to ensure alignment with established goals and program expectations.
3. *Counseling Services & Program Oversight*
    - Monitor counseling program operations, including referrals, caseloads, documentation, and adherence to agency policies and professional standards.
    - Support the ongoing evaluation and development of counseling and mental health programming to address identified service needs and promote accessible, person-centered services.
4. *Compliance & Reporting*
    - Ensure compliance with STIC policies and procedures and applicable state and federal laws, regulations, and contractual requirements associated with the departmental programs.
    - Monitor program service utilization, documentation, service delivery expectations, and performance measures to improve departmental performance.
    - Prepare and submit quarterly reports for FSS Behavior Support Services, and the Children and Family Mental Health Counseling program, including service utilization, program performance, accomplishments, challenges, and contractual or grant reporting requirements.
5. *Intern Supervision & Field Education*
    - Serve as the designated field instructor for social work interns assigned to the Behavior and Counseling Services Department, providing supervision and educational opportunities consistent with field placement requirements.
    - Collaborate with colleges and universities regarding internship learning agreements, competency development, evaluations, and other field education responsibilities.
    - Coordinate appropriate learning experiences that support the development of professional skills and application of social work competencies.
6. *Communication, Collaboration & Program Administration*

- Communicate and collaborate with individuals receiving services, families, caregivers, care managers, and service providers to address progress, concerns, service expectations, and future goals.
- Provide consultation and guidance to staff and families regarding behavioral concerns, service limitations, available resources, and appropriate referrals to additional supports.
- Collaborate with agency leadership and other departments to address staffing needs, operational challenges, and departmental priorities.
- Establish and maintain professional relationships with community organizations, schools, and service providers to support referrals and awareness of available programs.
- Identify opportunities to improve existing services, address unmet needs, and support appropriate program development and sustainability in alignment with agency priorities and available resources.
- Attend required agency trainings, meetings, sign language classes, advocacy groups, and other professional development activities.
- Perform other job-related duties as assigned and consistent with the responsibilities of the position.
- Collect and maintain all required statistical and other data and prepare reports within established timeframes.

Physical Requirements/Working Conditions

- Ability to sit/stand throughout day to accomplish job.
- Maintain a flexible work schedule that may include early mornings and evenings, with travel throughout the designated three-county service area (Broome, Tioga, and Chenango) as needed for service delivery and community outreach.
- Ability to reach above shoulder level.
- Ability to turn/twist upper body.
- Ability to enter data, notes, and other documentation into a computer.
- Must be able to travel throughout covered territories in Upstate NY as needed.
- Ability to use hand for repetitive action and fine manipulating for the purpose of keyboarding

Reasonable accommodations may be made to the extent required under applicable law to enable individuals with disabilities to perform the essential functions of this position.

The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, skills, required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the direction of the employer.

I have read and understand the responsibilities outlined in this job description.

Southern Tier Independence Center, Inc. is an equal opportunity employer. It is our policy to hire the best qualified applicant for the position, without regard to: gender; gender identity/expression; sexual orientation; disability; age; race; color; creed; national origin; pre-disposing genetic characteristics; military, familial, marital or domestic violence survivor status; pregnancy or pregnancy-related conditions; criminal history; or any other protected class included in applicable local, state or federal laws.

Employee Name: _____

Employee Signature: _____ Date: _____

Supervisor Name: _____

Supervisor Signature: _____ Date: _____