

COMMUNITY CRISIS CENTER, INC.
Job Description
Director of Client Services

JOB SUMMARY: Coordinate and supervise all client services and provide for accurate service reporting. Provide clinical and program direction for the agency.

EXEMPTION STATUS: Executive Exemption

JOB DUTIES AND RESPONSIBILITIES:

1. Coordinate counseling services and follow-up for clients in all areas of service provided by agency.
2. Maintain confidentiality of services.
3. Must be available for on-call services (agency and advocacy emergencies).
4. Participate in interviewing and selection of new case managers, shift supervisors and program coordinators.
5. Provide for the supervision and training of all direct service staff, volunteers, and interns.
6. Periodically review client files to assure proper documentation for client records as to accuracy, consistency, client service plans, and completeness of forms.
7. Assure effective case management by monitoring, refining, and maintaining direct service systems.
8. Receive crisis calls and participate in case management as necessary.
9. Coordinate the work schedule of case managers, finding substitute employees when necessary.
10. Develop, implement and supervise the internship program working in cooperation with area universities.
11. Collect and assess direct service data for program evaluations.
12. Establish and maintain relationships with local and statewide agencies.
13. Remain aware of current developments in the fields of services provided by the agency.
14. Participate in the writing of proposals, requests of support and fund applications and fundraising activities.
15. Participate in site reviews as requested by funders.
16. Participate in short and long-range planning for the agency.
17. Participate in the overall administration of the agency through involvement in the agency's management team.
18. Facilitate the weekly clinical staff meeting.
19. Attend internal agency meetings unless the Executive Director waives this requirement.
20. Perform other duties as assigned.

JOB RELATIONSHIPS:

1. Supervised by the Executive Director.

- 2 Supervises the Coordinator of the Domestic Violence Program, the Coordinator of the Sexual Assault Program, the Coordinator of the Children's Program, the Coordinator of the Economic Crisis Program, the Coordinator of the Batterer Intervention Program, the Coordinator of the Hotline and Direct Service Resource Program, and Case Manager/Shift Supervisors.
- 3 Work with all agency employees, volunteers, and interns.

ESSENTIAL JOB REQUIREMENTS:

1. Education -- must have a minimum of a Master's degree in social services or equivalent experience; must have basic computer skills. Must be a Certified Domestic Violence Professional upon hire or must pass the CDVP exam within 1 year of hire; must hold a clinical license or be license eligible.
2. Experience -- prefer five (5) years social service supervisory experience (minimum of 1 year).
3. Training -- upon employment will receive a minimum of forty (40) hours of training in domestic violence and forty (40) hours of training in sexual assault.
4. Technical Skills -- must have good verbal, written, communication skills; good listening skills; must have good program planning and evaluation abilities, administrative, organizational and management skills; have the ability to prioritize responsibilities; must display an empathetic understanding of clients; must have knowledge of area victim resources;
5. Social Skills -- must be able to respond appropriately in emergency situation; must demonstrate flexibility and teamwork capacity; must function well independently with a minimum of supervision; must have leadership skills and the ability to create a professional atmosphere.
6. Physical Requirements -- must have visual and auditory acuity; must be able to perform building walk-throughs for security checks and evacuations; must be able to lift up to thirty (30) pounds; must be able to answer the phone clearly, and provide crisis intervention counseling on the phone; must be able to enter information into clients file.
7. Transportation Requirement -- must be able and available to travel throughout the community and the state to represent the agency. If using a privately owned vehicle, must have a valid drivers license and provide proof of current automobile liability insurance coverage.
8. Attendance -- must maintain an acceptable attendance record.

STAFF MEETING REQUIREMENTS:

1. Supervisor's meeting
2. Administrative meeting
3. General Meeting
4. In-services
5. Professional Development
6. Clinical meeting