



## **Job Description: Client Services Director**

**Job Title:** Client Services Director

**Classification:** Exempt

**Reports to:** Associate Executive Director/Executive Director

### **General Summary of Duties:**

To assist in carrying out the mission of Iris to empower Survivors, prevent relationship violence, and promote justice for victims of DV and dating violence, their children, and our communities. As a member of the Iris Domestic Violence Center, and under the supervision of the Associate Executive Director/Executive Director the Client Services Director, manage all aspects of Iris's Domestic Violence Programs. Provide clinical and administrative supervision of DV and staff counselor advocates and provide direct services to clients. Manage and provide some direct coverage of crisis hotline during office hours and staff back-up support to volunteers after-hours on a rotating basis with other Client Services Staff. Provide community outreach and education concerning the Domestic as well as Iris services in general. Responsible for program development and evaluation as well as managing contracts that support these programs. Manage and oversee all Community Coordinated Response Teams, community committees and working groups/task forces.

**Typical Working Conditions:** Full-time. Multiple site urban, inner-city environment. Requires day, evening and night shift scheduled work. Weekend Call schedule rotation will be mandatory.

### **Major Responsibilities:**

1. Coordinate all clinical and administrative aspects of the Domestic Violence Program in collaboration with the Legal Services Director who coordinates legal services.
2. Schedule and supervise staff in the residential and non-residential Domestic Violence Program (Advocates and Case Managers). Conducts monthly staff meetings and submits reports to ED.
3. Manage related Program contracts, including ensuring monthly statistical reports are completed accurately and timely (by the 10<sup>th</sup> of each month) by Program staff and reports completion to the ED also compiles other reports as needed. (ie. NNEDV annual Census Report).
4. Direct and manage overall operations of Client Services Department including but not limited to facilitation of Hotline Call compliance with standards for eligibility, safety and service provision as well as quality and effectiveness, daily census reporting, client intake, assessment, weekly case conference meetings, monthly CCRT meetings, program development and community awareness/training and advocacy campaigns, etc. (for both residential and non-residential client services).
5. Document and report on all program and client or guest related incidents in a timely and appropriate manner; consistent with agency policy. Conducts grievance/incident investigations.
6. Provide consultation and guidance to staff on domestic violence and COQA standards.
7. Ensure Case Managers maintain an active caseload of 5-8 clients.
8. Provide staff support or direct management of difficult cases or problem clients as needed.
9. Manage crisis intervention intake services eligibility and discharge services for all clients including "walk-in" clients and ensures exit surveys are completed.
10. Manage provision of support services to clients including, but not limited to, individual and/or group counseling, advocacy, child care/activities, information and referrals, (for children, adult, male, females, residential and non-residential clients).
11. Create and provide staff support and back-up services to volunteer hotline counselors after office hours on a rotating basis shared with other Client Services Staff; and provide hotline vacation coverage for other supervisors in rotation.
12. Attend and facilitate case conference/case assignment meetings and Client Services staff meetings. Attend full-staff meetings and all management meetings.

13. Conduct weekly monitoring/supervision of all client service staff (residential and non-residential), residential facility health/safety and client services/staff supplies and reports to ED in writing of all needs. Maintains Supply logs for clients/staff and ensure staff regularly documents use of supplies.
14. Maintains inventory reports for all client/staff supplies and ensures supplies are maintained in appropriate quantities for client services.
15. Oversees all community outreach, education and Legal Advocacy services (when authorized) for the Client services staff and ensures a high level of accountability for staff working off-site. (ie. Reviewing and monitoring all reports completed and submitted on all off-site activities).
16. Coordinate all work with community volunteers who offer services to residents (for example, resume writing, yoga, on-site salon, etc.) and ensure Iris maintains confidentiality, ensure that Advocates/Case Managers and residents are aware of these services and that they are optional, and schedule to benefit the largest possible number of survivors.
17. Oversee and ensure compliance with all Coordinate all Collaborative Community Response Teams (CCRT) for each Parish and participate in community task forces, coalitions and committees as appropriate.
18. Coordinates, assist with and attends signature events including, but not limited to: TBTN, WSCO, and impromptu rallies and marches.
19. Work collaboratively with other Department Directors to ensure inter-departmental communication and cooperation.
20. Work with Administration on an as needed basis to identify volunteer needs, trainings needs and curriculum development for the Training Department.
21. Work with Administration to help create funding opportunities (e.g. grants development) and ensure compliance with funding requirements for all domestic violence initiatives supported by grants/donors.
22. Troubleshoot technical problems with the hotline, phone service, security systems, and the multiple facility sites.
23. Ensure staff reports, as per policy, any facility/equipment in need of attention/replacement/repair.
24. Ensure staff reports, as per policy, any facility issues that may pose a threat to the health/safety of the residents.
25. Maintain the agency referrals list, keeping it as up-to-date as possible at all times.

**Other:**

1. Ensure compliance with all agency policies, COQA, Life Safety, Building Code, GAAP standards and Federal, State, and Local laws/statutes when working with clients and when representing the agency in the community.
2. Perform all other related duties as assigned.

**Required Qualifications:**

1. Master's degree and certification in Social Work (LMSW or LCSW or equivalent) preferred.
2. 5 years Supervisory experience and clinical experience with crisis intervention, violence and victimization with LGTBH clients required.
3. Training or experience in work with domestic violence required.
4. Experience in work with HIV preferred.
5. Certification in social work field instruction preferred.
6. Must have a dependable automobile with valid driver's license and current insurance coverage (state minimum)

**Required Skills:**

1. Demonstrated ability to work collaboratively with others.
2. Ability to facilitate working alliances between diverse groups within and beyond the communities.
3. Strong verbal, public speaking, writing and computer skills needed.
4. Knowledge of available social service resources in 7 Parishes served by Iris very helpful.
5. Must be available to work flexible schedule as needed and weekends.
6. Fluency in languages other than English, including Spanish, is strongly preferred.

**Physical Requirements:**

1. Able to lift 20 pounds and to perform basic office tasks (with or without assistance).
2. Prolong standing, sitting and walking
3. Driving (may be required to transport client, materials or perform routine errands as a part of routine work assignments).

**Other Requirements:**

1. Must meet screening requirements, which include a Criminal Background check and State Child Abuse Registry clearance.
2. Must complete and maintain CPR (Basic Life Support) Certification
3. Must complete 40 Hours of Domestic Violence Training initially and 30 hours annually thereafter.
4. Must successfully complete Dale Carnegie Leadership Training (within 1<sup>st</sup> year).
5. Must obtain Dale Carnegie Leadership Certification within 3 years.

**ACKNOWLEDGMENT:**

I have read this job description and acknowledge the areas of responsibility, continuing education/certification requirements and physical demands. My signature below indicates my acceptance of this job description and attests to my understanding, acceptance, capabilities and suitability for these functions

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Employee Signature

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Date