



COMMITTEE TO AID ABUSED WOMEN

Job title: Director of Client Services
Department: Client Services
FLSA: Exempt
Status: Regular
Reports to: Executive Director

Interested candidates should forward resumes and cover letters to CAAW Executive Director, Denise Yoxsimer, at denisey@caaw.org by Wednesday, February 17, 2016

Position Summary:

The Director of Client Services will lead CAAW's efforts to operationalize the organization's strategic mission and plan relative to the provision of life saving and life sustaining services for CAAW's clients. This position is responsible for creating and evaluating programming provided to CAAW's drop-in clients, emergency shelter residents and transitional housing residents. The Director of Client Services will incorporate best practices from the field of domestic violence service provision in all aspects of CAAW's direct client services – ranging from advocacy, residential programs, volunteer support and staff mentoring and management.

Essential Functions:

The following statements are intended to describe the general nature and level of work being performed by incumbents assigned to do this job. They are not intended to be an all-inclusive list of responsibilities, duties and skills required of personnel so classified.

1. Utilizing best practices from the field, creates and evaluates CAAW's direct client services programs. This work directly supports the successful execution of the strategic plan and CAAW's overall mission.
2. Oversees operations of all client services ranging from advocacy, residential services and support groups while linking operational priorities to the organization's strategic priorities.
3. In a collaborative and positive manner, leads, supervises, trains and evaluates client services staff.
4. Works with staff to effectively recruit, retain, motivate and recognize volunteers.
5. Works with staff to coordinate scheduling of client hotline utilizing volunteer support.

6. Ensures client records are maintained in an accurate, compliant and confidential manner.
7. Envisions and articulates needed funding for client services programs.
8. Successfully administers grants for client related programs and ensures timely and accurate completion of monthly, quarterly and annual grant reporting.
9. Performs other duties as appropriate.

Knowledge, Skills and Abilities:

1. Ability to create and articulate a vision for CAAW's client services based on research and evidence based practices.
2. Knowledge of community, and proven collaborative partner in community initiatives across a spectrum of human services.
3. Team oriented leader who can mentor staff and assist them in growing in their roles as advocates.
4. Ability to plan, direct and review the work of others.
5. Excellent interpersonal skills, demonstrated through positive customer service skills, and ability to relate to people of varying ages and backgrounds.
6. Effective conflict resolution skills, particularly relative to working with clients in crisis.
7. The ability to take initiative and independently manage the details of multiple programs and projects, to track activities, meet deadlines and evaluate success.
8. Demonstrated problem solving and self-starting skills.
9. Ability to show flexibility in response to change and adapt to and accommodate new methods and procedures.
10. Disciplined and able to maintain confidentiality.

Minimum Qualifications:

BA or BS in counseling, social work or human services related field, or equivalent professional experience required. Supervisory experience managing multiple departments simultaneously. Experience working with domestic violence survivors preferred.

Physical Requirements:

1. Must be able to remain in a stationary/seated position at least 50% of the time.
2. Ability to move office supplies/materials weighing up to 20 pounds within office environment.
3. Ability to lift, move and/or transport household items, small pieces of furniture and/or repair materials.