

First Step: A Response to Domestic Violence, Inc.

Harrisonburg, VA

Open Position:

Director of Client Services

After recently completing a comprehensive strategic plan, First Step: A Response to Domestic Violence seeks to fill the role of Director of Client Services. This position leads the Advocate's team and oversees direct client services. The Director of Client Services will provide crisis intervention, advocacy and on-call services.

About our organization:

First Step: A Response to Domestic Violence, Inc. is a 501(c)3 non-profit organization that has served the City of Harrisonburg and County of Rockingham for over 40 years. We provide crisis, advocacy, rapid rehousing, and shelter services to survivors of intimate partner and relationship violence and their children. First Step welcomes and respects all survivors, regardless of race, ethnicity, color, age, gender, disability, national origin, religion, language(s) spoken, language proficiency, citizenship status, socioeconomic status, sexual orientation, or gender identity or expression. We are committed to providing free and confidential services to survivors of intimate partner or relationship violence who have experienced economic, physical, sexual, psychological, emotional, and/or verbal abuse.

Our mission:

- Empowering survivors to break the cycle of violence and abuse in their lives.

Our vision:

- The vision of First Step: A Response to Domestic Violence is a community free of abuse.

Position summary:

The Director of Client Services will be responsible for planning, implementation, and evaluation of crisis intervention, advocacy, shelter and housing programs that provide trauma-informed services for survivors of domestic violence and their children. Additionally, the Director of Client Services will be responsible for supervising Advocate staff members, volunteers, and interns; managing grant deliverables; serving as a liaison to community partners and technical assistance providers; facilitating staff meetings and training; and supporting leadership with programmatic and organizational development.

The position will report directly to the Executive Director.

Program and Services Management

- Supervise Advocate staff.
- Provide guidance and support to First Step's Direct Service's staff.
- Oversee staff scheduling Monday through Friday 8am to 8pm, as well as on-call schedule.
- Serve on regular on-call rotations with Direct Service Staff.
- Provide direct services to clients which include, but are not limited to hotline calls, advocacy, shelter intake and orientation, client assessment, information and referrals.

- In partnership with the Shelter Coordinator and Executive Director, oversee the management of the shelter and hotline services, as well as the language line interpreting services contracted by the agency to ensure language access for all survivors of domestic violence.
- Provide direct service staff orientation and ongoing training and regular individual supervision of Advocates.
- Collaborate with the Direct Service team to address complex client advocacy needs.
- Work with the Community Engagement Coordinator to incorporate the use of trained Direct Service Interns and volunteers into direct or support work with clients.
- Coordinate and support Domestic Violence Task Force
- Build and sustain alliances and partnerships between the agency and community stakeholders to promote effective utilization of services and community collaborations.
- Attend various community collaborative meetings

Evaluation and reporting

- Work with staff to collect data and evaluate programs
- Assist Executive Director in designing or modifying data collection instruments for programs (surveys, exit forms, assessments, etc.)
- Engage in annual benchmarking, monitoring, and assessment
- Assist Executive Director with external and internal agency reporting, including but not limited to reports to funders, grant reporting, and First Step's Executive Board.

Agency Wide Leadership

- Serve as First Step Liaison to community stakeholders
- Serve as a member of the First Step's Leadership Team
- Support implementation of First Step's Strategic Plan

Hours:

- Full-time salaried position
- Some weekend, evening and night hours required

Salaries and benefits:

- Annual salary of \$40,000
- Health Insurance after 30 days of employment, 50% of employee premium paid
- SIMPLE IRA Plan with up to 3% match
- Employee Assistance Program

Reports to:

- Executive Director

Qualifications:

- Bachelor's Degree
- at least 3 years of experience in working with individuals who are survivors of violence
- knowledge and experience providing trauma informed care.
- Supervision and/or management experience
- Must be available to work evenings and weekends
- Computer literacy and proficiency in Microsoft Office and/or similar business software suites

Skills:

- Knowledge of domestic violence and/or trauma informed services
- Excellent written, verbal, and interpersonal skills
- Experience working across diverse communities
- Experience working in the non-profit or behavioral health field
- Bilingual/multilingual fluency preferred (e.g., ability to read, write, and speak)
- Knowledge of principles, methods and practices of effective supervision
- Ability to organize and manage individuals and groups
- Ability to help others develop and succeed
- Adept at consensus building
- Time management and flexibility with job duties
- Ability to see situations from various perspectives
- Knowledge of local community services and resources

Apply by:

- Position will stay open until filled. We will begin reviewing resumes on December 3, 2021 – early submissions are encouraged

First Step: A Response to Domestic Violence is an Equal Opportunity Employer. We welcome applications for candidates from diverse backgrounds. Although it is not a requirement for this role, candidates who are bilingual/multilingual are encouraged to apply. We serve in a geographic area with many in our service region speaking English as a second language. Spanish, Arabic, Kurdish are the most common non-English languages spoken by residents in our service area.

To Apply:

- Please submit a cover letter, resume, and three professional references in one document to:
Candy Phillips, Executive Director
First Step: A Response to Domestic Violence, Inc.
candyphillips@firststepva.com
(please no phone calls)