



Position Description: Client Services Director

The Orange County Rape Crisis Center's mission is to stop sexual violence and its impact through support, education, and advocacy. We envision a just and equitable world free of sexual violence and all other forms of oppression. Our values include professionalism, excellence, accessibility, social justice, community involvement, self-care, and empowerment.

The **Client Services Director** position is considered full time, exempt in accordance with the Fair Labor Standards Act, and requires regular hours as well as frequent evenings and weekends. The CSD reports to the Executive Director.

Responsibilities:

1. *Program Administration*

- Oversee all direct client services, including but not limited to the 24-Hour Help Line, Support Group Program, Therapy Program, and Latino Services.
- Review and approve client paperwork regularly to ensure that clients' needs are appropriately addressed.
- Work with client services staff to monitor progress of programmatic goals, including the regular review of data and processes, preparation of relevant grant reports and applications, evaluation of programs, and assessment of program development and resource needs.
- Ensure program compliance with agency policies and protocols, grant conditions, and ethical standards in the field.

2. *Direct Services*

- Assist agency staff and volunteers when mental health and/or clinical issues arise in agency programs and services.
- Provide back-up assistance with staff-on-call cell phone coverage, crisis response coverage, and direct client support.

3. *Staff Management*

- Serve as the direct supervisor for the Crisis Response Coordinator, Latino Services Coordinator, Support Group Coordinator, Clinical Therapist, and Bilingual Clinical Therapist. Staff supervision includes but is not limited to coordinating hiring processes, monitoring progress, encouraging development, administering performance evaluations, and assisting with day-to-day issues.
- Work with supervisees on the follow-up and case management of clients as needed.
- Work with social work and/or counseling programs to provide internship opportunities for students.

4. *Systems Advocacy*

- Develop and maintain relationships with service providers and partner agencies, including but not limited to law enforcement, medical services, and the University of North Carolina at Chapel Hill.
- Coordinate the Orange County Sexual Assault Response Team (SART) in their efforts to monitor and evaluate community response systems.
- Serve on various task forces and advocacy initiatives that work to improve the system of care for survivors.

5. *Agency Leadership*

- Work closely with the Executive Director, bringing programmatic issues and needs to their attention regularly.
- Work closely with agency Directors to ensure cross-team communication and collaboration.
- Assist in the agency's efforts to maintain self-care by organizing self-care opportunities for staff and volunteers.
- Represent the agency in the absence of the Executive Director; work with staff and the Board of Directors to maintain agency operations.

6. *General Responsibilities*

- Complete any other tasks and trainings deemed necessary by the Executive Director.
- Work as a team member in order to achieve the mission of the Center.
- Maintain appropriate standards of confidentiality.

7. *Special Responsibilities*

- In accordance with the agency's emergency plans, the CSD may be requested to complete some duties of the Executive Director in the event of a vacancy or short-term absence in the ED position. At said time, additional compensation may be negotiated.

Qualifications Required:

1. Minimum of Master's Degree in human services, counseling, or related field; or Bachelor's degree with equivalent experience.
2. At least three years of experience in sexual assault services, counseling, or related field.
3. Experience managing, leading, and supervising staff and/or volunteers.
4. Experience working with crisis issues on an emergency, on-call basis.
5. Demonstrated effectiveness in communicating ideas both verbally and in writing.
6. Demonstrated effectiveness in coalition-building and/or working on multidisciplinary teams.
7. Experience working with people from diverse backgrounds and demonstrated cultural awareness, sensitivity, and competency.
8. Flexibility and ability to adapt to rapidly changing environments.
9. Commitment to self-awareness and setting appropriate boundaries.

Qualifications Preferred:

1. Bilingual in English and Spanish.
2. Familiarity with community resources available for survivors of sexual violence.

Salary: Dependent upon education and experience. Hiring range: \$40,000-\$53,500.

Benefits: Health, life and dental insurance; retirement investment plan; generous leave package