



Job Description

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| Job Title | Director of Services | Department | Administration |
| FLSA Status | Salaried Exempt | Reports to | Executive Director |
| Classification | Full-time | Revision Date | 08/15/2017 |

Job Summary: The Director of Services ensures the effective delivery of community-based and residential services to victims of domestic violence and their children at DAIS through oversight, supervision, and management of staff and programs providing direct service, crisis intervention, support services, shelter, and legal resources. The Director of Services provides strategic leadership to program development efforts for the organization. The Director of Services also oversees data management related to all services provided and ensures compliance with grant contract requirements, including reports for public funders.

Supervises: Residential Services Manager; Community Services Manager; Prevention, Training and Education Manager; and Children’s Program Coordinator

Qualifications:

- A Bachelor’s degree in Social Work or a similar field, or a minimum of seven years of organizational management and leadership experience required. A Master’s degree is highly preferred.
- Minimum of five years of program and service delivery coordination in a non-profit setting required.
- A minimum of three years of experience supervising staff to achieve high performance and build a culture of accountability.
- Excellent written and verbal communication skills required.
- Excellent computer skills including knowledge of and experience with Microsoft Office preferred.
- Knowledge of domestic violence issues highly preferred.
- Experience managing residential programs for domestic violence victims highly preferred.
- Bilingual preferred.

Competencies:

- **Organizational Alignment:** Aligns the direction, services, and performance of a program or operation to the rest of the organization.
- **Staff Management:** Manages staff in ways that improve their ability to succeed on the job.
- **Planning, Organizing, and Delegating:** Coordinates ideas, resources and staff to achieve goals and results.
- **Leadership:** Promotes organization mission and goals, and shows the way to achieve them.
- **Gaining Voluntary Compliance:** Gains the cooperation and support of others to follow recommendations and advice to bring them into compliance with regulations, standards, or policies.
- **Organizational and Political Savvy:** Uses knowledge of the organization and political climate to solve problems and accomplish goals.
- **Influencing Others:** Gets others excited about and committed to furthering the organization’s objectives.
- **Policies, Laws, Rules and Regulations:** Holds self and others accountable to policies, laws, rules, and requirements, and initiates enforcement actions in a way that is perceived as fair, objective, and reasonable.
- **Strategic Vision:** Sees the big, long-range picture.

Duties and Responsibilities:

Program Development and Management

- In collaboration with program managers and coordinators, plans the delivery of program activities in accordance with the mission and the goals of the organization.
- Cultivates and models trauma-informed service delivery for victims of domestic violence and their children that is rooted in empowerment advocacy.
- Coordinates the delivery of services among different program activities to result in effectiveness and efficiency.
- Develops a program evaluation framework to assess the strengths of the program and to identify areas for improvement.
- In coordination with program managers and coordinators, oversees the development program policies and procedures, ensuring compliance with contract requirements.
- Ensures that program activities operate within agency and program policies and procedures as well as legal obligations and best practice standards.

Staff Supervision

- Provides supervision and guidance to service managers and program coordinators through regular supervision meetings, and on a daily basis as needed for consultation and direction on client and program related issues.
- Assist supervisees in developing goals and objectives; evaluates job performance.
- In collaboration with program supervisors, the Human Resource Manager, and the Executive Director, hires program staff positions.

Grant Management

- Collaborates with DAIS development and administrative staff on proposals for public funding opportunities.
- Ensures timely reporting by program staff on program activities for reports to funders.
- Communicates with funders as outlined in funding agreements.
- Monitors and approves all direct service-related budgeted program expenditures.

Data Management

- Oversees the collection and maintenance of client records for statistical purposes in accordance with grant reporting requirements.
- Serves as administrator of client services database.
- Analyzes program data on a regular basis to identify trends in services provided.

Community Collaboration

- Provides direction and consultation regarding development and maintenance of community partnerships and relationships.
- Provides direction and consultation regarding organizational victim outreach strategies.
- Oversees the development of education and training on issues related to domestic violence in the community.

Direct Service

- Responds to client grievances when appropriate.
- Coordinates the survivor advisory group, SUN (Survivors United for Nonviolence). Provides orientation and follow-up support to SUN group members; coordinates and co-facilitates SUN group meetings.
- Provides cross-departmental and/or cross-functional support and oversight as needed or requested to ensure client needs are met; participates in related cross-training to ensure consistency and continuity of services.

General Responsibilities:

- Maintains agency forms as required.
- Adheres to agency policies and work rules, including strict adherence to DAIS confidentiality policies and code of ethics.
- Attends trainings and continuing education activities as assigned.
- Promotes an atmosphere of extraordinary customer service.
- Performs other duties as assigned.

Work Environment and Physical Demands

- Work is primarily performed in an office setting and routinely uses standard office equipment such as computers, phones, photocopiers, fax machines and filing cabinets.
- Occasionally requires the ability to sit or stand for extended periods of time, and to move about and position self efficiently
- Requires the ability to adjust vision and focus to review documents and spreadsheets.
- Occasionally requires the ability to move or transport supplies or equipment weighing up to 20 pounds unassisted, while ascending or descending stairs.

Other Requirements:

- Completion of DAIS New Advocate Core training program.
- Satisfactory Criminal Background Check.
- Must possess a valid driver's license and proof of vehicle insurance, and have access to a vehicle during work hours.
- Must obtain or maintain account with a financial institution for direct deposit of paychecks.

Acknowledgement:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

The employee's signature below constitutes the employee's understandings of the requirements, functions, and duties of the position.

Employee Name (please print): _____

Employee Signature: _____ Date: _____