



Position Description *Client Care Director*

About our organization:

The Friendship Center is the #1 community resource for addressing and preventing domestic violence, sexual assault and stalking in Lewis and Clark, Broadwater and Jefferson Counties. We serve clients of all genders and backgrounds through free and confidential services including shelter, advocacy, education and outreach. Our mission is to be a safe haven for victims of domestic violence, sexual assault and stalking, while empowering every person in our community to flourish in relationships free from violence and intimidation. We do our work so that every person in the tri-county area can thrive in safe and healthy relationships. To learn more, visit our website www.thefriendshipcenter.org.

Date: April 2021

Summary: This is an exempt position responsible for planning, training, direction, organization, evaluation, and supervision of the direct services team to ensure that staff and clients' day-to-day needs are met and that the program is meeting funding goals and objectives. This position will coordinate with the administrative team regarding the programmatic goals and budget, donor goals, and office policies and procedures. This position will also manage the data entry system.

Supervisor: Executive Director

Salary: \$56,000-\$60,000/year depending on experience, plus benefits

General Schedule: Full-time

Key Duties and Functions include, but are not limited to:

1. Provide supervision of direct services staff.
2. Plan for 24/7 direct service needs of the agency.
3. Work with direct services staff to ensure services are evidenced-based, trauma informed, and appropriate for clients.
4. Seek out training, research, resources, and partnerships regarding service models to ensure the above goal is met.
5. Manage and coordinate direct services staff, including but not limited to: managing schedules, distribution of caseloads, initial and ongoing training, and conducting performance evaluations.
6. Be available for staff mentoring, support, and problem-solving.

7. Provide direct services when needed.
8. Implement and maintain program evaluation as well as ensure that grant requirements regarding evaluation are being met.
9. Advise the Executive Director on direct service programs and standards.
10. Meet regularly with Executive Director to discuss current programmatic goals and progress, future goals, and service gaps.
11. Participate in agency planning and organizational development with the administrative team.
12. Work with Financial Manager to understand status of direct services budget and work with direct services team on appropriate allocation of funds.
13. Coordinate with Executive Director and Financial Manager to create and maintain direct services policy and procedures manuals.
14. Coordinate to create and maintain job manuals for each supervised position and for the Client Care Director position.
15. Ensure timely, accurate and consistent direct services data entry in compliance with all grants and organizational needs.
16. Maintain statistics database as required by grantors and quality check data entry.
17. Create and maintain data entry manual.
18. Assist with programmatic grant reporting as needed.
19. Attend group and coalition meetings.
20. Attend specialized trainings as needed and able.
21. Serve as primary staff responding to the 24-hour crisis line on occasional weekends and evenings, and staff back-up to support crisis line on the 24-hour crisis line on some evenings and weekends.
22. Other duties as assigned.

Knowledge, Skills, and Abilities required:

1. BA or BS Degree or equivalent experience in human services, psychology, social work, women's studies, or other related field and at least 5 years work experience in a related field.
2. Training and/or expertise in the dynamics of domestic and sexual violence and stalking.
3. Ability to problem-solve, manage time, and work independently under pressure.
4. Experience with staff management.
5. Ability to function as an effective member of a professional staff.
6. Knowledge of crisis intervention techniques.
7. Ability to distinguish between enabling and empowering clients.
8. Positive attitude and professional demeanor.
9. Ability to set personal and professional boundaries.
10. Ability to completely understand and maintain strict adherence to confidentiality, safety procedures, and advocate privilege.
11. Clear and effective written and verbal communication skills, as well as the ability to listen well.
12. Ability to balance emotional and physical needs with work demand through personal and effective forms of self-care.

13. Ability to work with a wide variety of ethnic, racial, socioeconomic, and religious individuals and/or groups.
14. Ability to work cooperatively and effectively with other community-based services and systems professionals.
15. Demonstrate a willingness to improve professional skills through training.
16. Ability to set goals and complete projects in a timely manner.
17. Ability to work both independently and in small team settings. Comfortable taking initiative but also committed to sharing information and working well in a team.
18. Must have own transportation, valid driver's license, and current driver's insurance.
19. Successful background check required.

Please send your cover letter, resume and 3 professional references with contact information to: gina.b@thefriendshipcenter.org. If you have additional questions, please contact Gina by phone at (406) 442-6800 or by email at gina.b@thefriendshipcenter.org. Resumes will be reviewed as received and position will remain open until filled.