

## **DIRECTOR OF CLIENT SERVICES**

### **NON-EXEMPT**

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#### **RESPONSIBLE TO:**

The Director of Client Services is directly responsible to the Executive Director.

#### **QUALIFICATIONS:**

- Preferred license in social work or related field plus three (3) years of supervisory experience in a social service agency, or a master's degree in social work or related field plus five (5) years of supervisory experience in a social service agency.
- Supervisory, organizational, program development, and evaluation skills.
- Ability to communicate clearly, both orally and in writing.
- Demonstrate ability to take initiative and solve problems.
- Commitment to the organization and its mission.

#### **NATURE AND SCOPE:**

The Client Care Director (CCD) is responsible for all aspects of client care and ensuring there is a therapeutic environment at MCW for residents and staff. The Client Care Director will serve as the supervisor for all direct care staff and is expected to help them work together as an effective team. The CCD is responsible for the development, implementation, and continuous assessment of programs, classes, and supportive services offered at Mercy Center for Women. The CCD participates as a member of the management team to formulate and implement policies and plans to meet the organization's short and long-term goals. The position is administrative in nature and is the link between the client care staff and the Executive Director.

**HOURS OF WORK:** 40 hours per week (must be able to work a flexible schedule).

**EVALUATION:** Performance will be evaluated annually by the Executive Director.

#### **PRINCIPLE ACCOUNTABILITIES:**

##### ***1. SUPERVISION***

- a. Provide structured orientation program for all new staff.
- b. Directly supervise all client service staff.
- c. Scheduled all staff hours to ensure that the center is staffed in efficient manner.
- d. Works with the client care staff to determine the effectiveness of the program

**2. *DIRECT CLIENT SERVICES***

- a. Work with staff to enhance therapeutic environment.
- b. Continually assess classes and other services and work to develop new innovative services.
- c. Evaluate the needs of the client to develop goal plans in coordination with the case manager and clients.
- d. Oversee the implementation of counseling and mental health services in accordance with treatment plans via ancillary service providers.
- e. Oversee the accuracy of complete client records.
- f. Oversee the evaluation and ongoing activity of the intake process.
- g. Handle all incoming calls for perspective clients, schedule and conduct the intake interview for qualifying candidates.
- h. Partnering with outside agencies to promote effectiveness of the program services.
- i. Schedule and facilitate House meetings with the residents.
- j. Schedule and facilitate House Managers meetings.

**3. *EVALUATION***

- a. Conduct performance evaluations for all client care staff.
- b. Responsible for the evaluation of all client care programs to ensure that appropriate outcomes are achieved, and programs are in-line with best practices.
- c. Responsible for the implementation and ongoing evaluation of Performance and Quality Improvement initiatives and activities.
- d. Soliciting and interviewing all new client care staff.

**4. *MISCELLANEOUS***

- a. Perform miscellaneous duties assigned by the Executive Director.
- b. Assists in preparing for, attending (when not scheduled to work) and actively participating in all fundraisers and special events.
- c. Supervise, oversee, and evaluate all functions of Interns placed at Mercy Center for Women.
- d. Work with the Client Care Committee from the Board.
- e. Acts for the Executive Director in her absence.

**STATEMENT OF NONDISCRIMINATION**

Mercy Center for Women is an Equal Employment Opportunity Employer providing equal employment opportunities without regard to race, color, sex, age, religion, national origin, disability or veteran status or as otherwise required by current Federal, State and Local

laws and regulations. Mercy Center for Women utilizes only job-related criteria in making decisions concerning applicants and requirements.

This position description documents the general contents and requirements of the position. It is not intended to be construed as an exhaustive statement of the duties, responsibilities and requirements.