

## Social Service Director

### Job Description

**Job Title:** Social Services Director

**Reports To:** Chief Program Officer

**Employment Terms:** Full-time (40 hrs/wk)

**Last Updated:** 9-24-21

**Updated By:** Misty Hewitt

**Minimum Qualifications:** Master's degree preferred or Bachelor's degree with SSW licensure plus 2+ years' experience in related field. Must meet requirements to supervise Social Work Interns. Excellent computer literacy and communication skills required. Management experience and strong leadership abilities required. Must be team oriented and an ethical and objective problem solver. Ability to build relationships with community organizations is necessary.

**Purpose:** To provide administrative leadership and direct supervision to Social Services staff and BSW interns. Work to promote empowered survivors dealing with Domestic and Sexual Violence utilizing supportive services including mobile advocacy, supportive youth and children advocacy, support groups, wrap around services, and civil/criminal justice advocacy to all survivors including marginalized & underserved populations.

#### **Responsibilities:**

##### SUPERVISION OF SOCIAL SERVICES STAFF

1. Maintain regular supervision of Social Services staff and interns (including Youth Advocate and Childrens Group Coordinator positions). Review performance as outlined in CAPSA policy and provide continued training as needed.
2. Assist supervised employees in long- and short-term goals related to individual position/responsibilities, service delivery, meeting grant objectives and programming goals.
3. Work with program staff to develop protocol and procedures regarding their programs and client needs. Coach program staff and support the growth and continued development of each program.
4. Oversee scheduling of Social Services staff to ensure office coverage at all times. This includes but is not limited to mobile advocacy, time-off requests, sick leave and managing on-call staff coverage for after-hours response.
5. Provide position orientation specific to overall case management as well as specialized programming education.
6. Regularly review client files and provide guidance and feedback to caseworkers as needed.
7. Assist with crisis calls, emergency situations, and de-brief with staff as needed.
8. Schedule and organize regular Casework meetings to provide in-house training, cross training and supportive staffing of cases.
9. Oversee the training and supervision of Bachelor level social work interns.

##### ADMINISTRATIVE DUTIES

1. Participate as part of the administrative team for the agency.
2. Assist in the hiring process for the Social Service staff positions.
3. Ensure compliance with Federal, State and other related grant/contract requirements, audits and adherence to NASW ethical guidelines.
4. Assist Chief Program Officer in developing sound policies and procedures for the position.
5. Participate in planning, implementation and training of innovative strategies and emerging best practices to ensure high quality services.
6. Ensure that all social service staff participate in the 40-hour core domestic violence and sexual assault training. Within the first year of employment, ensure that social service staff have completed 24 hours of Domestic Violence training and 16 hours minimum each year thereafter.
7. Seek training and professional development opportunities for all Social Service staff to ensure best practices and all state and agency requirements are met.
8. Ensure staff maintain up to date database reporting including client activities and training.
9. Maintain Social Services SharePoint page including updating and developing training information.
10. Annually update Outreach, Spanish and Code R files to ensure grant compliance.
11. Review and provide approval of financial requests for social services clients' needs.
12. Facilitate morning meeting and assign the follow up needs for clients.

## COMMUNITY RELATIONS

1. Build and maintain relationships with relevant allied agencies.
2. Represent the agency on the state and local level at the request of the Chief Program Officer.
3. Represent the agency by participating and leading in coalitions as needed.

## GENERAL DUTIES

1. Attend staff meetings and other mandatory trainings for personal development in coordination with the Chief Programs Officer.
2. Develop and keep an updated procedure manual for this position.
3. Complete and turn in monthly reports to the Business Support Director.
4. Participate in the 40-hour core domestic violence and sexual assault training on a one-time basis.
5. Present and provide training for new staff members and volunteers during each 40-hour core domestic violence training as needed.
6. Provide ongoing education on domestic violence preventions, sexual violence, and other related interventions.
7. Complete a minimum of 24 hours of domestic violence/sexual assault training within your first year of employment and 16 hours each year thereafter. Ensure all training is documented in the current database tracking system.
8. Attend conferences and training sessions for professional development as directed by the Chief Programs Officer.
9. Other duties as assigned.