

## JOB DESCRIPTION

### Director of Non-Residential Programs

General Statement of Duties: Oversee and supervise nonresidential counseling services to victims of domestic violence and their children, to include crisis intervention, intake services, individual and group counseling, advocacy, referrals, and follow up.

Supervision Received: Works under the supervision of the Deputy Director; attends weekly management team meeting. May receive additional clinical consultation from the contract Clinical Consultant upon request or under the direction of the Deputy Director.

Supervision Exercised: Direct supervision of nonresidential staff. Orients and supervises new employees, contract staff, interns, and volunteers.

Duties and Responsibilities: These may not include all duties and responsibilities for the Nonresidential Director. Others may be added or substituted at discretion of supervisor as service delivery needs arise.

#### Clinical

- Provides crisis intervention when appropriate, screening and assessment services to victims of DV; assigns intakes for nonresidential services.
- Insures advocacy and follow up services as needed; acts as liaison between local agencies and clients when necessary; oversees the completion of child abuse reports when necessary in a timely manner
- Oversees counselors case planning, setting goals with client, assessing need for further services, termination, follow-up, and back-up planning.
- Provides regular supervision to nonresidential staff, facilitates weekly team meeting and conducts timely evaluations on staff performance in accordance with personnel policies. Responsible for reviewing correct timesheets for work and submitting them for payroll.
- Oversees the operations for maintaining complete client files, including standard forms and progress notes; records all client contact; prepares and collects statistical data on a monthly, quarterly, yearend/regular basis. Maintains confidentiality within the team within the limits as perceived by law.
- Resolves issues or problems among staff utilizing conflict resolution and skills.
- Assists in overseeing best practices for safety and security for clients are followed
- Manages a client caseload and conducts both individual and group therapy sessions.

#### Community Work

- Develops awareness of community resources available for referral purposes.
- Expected to do speaking engagements as needed

#### Required Knowledge, Skills and Abilities:

- Prior supervisory experience of clinical staff
- Operational knowledge of counseling and crisis intervention methods.
- Knowledge of domestic violence and its effects on the family.

- Ability to exercise the skills of a counselor, i.e., good listening skills, supportive confrontation, etc.
- Ability to develop a relationship with staff and clients; ability to be sensitive to staff and client needs.
- Ability to utilize case-planning skills, including goal setting and termination planning.
- Understanding of team concept and ability to work well within a team.
- Ability to maintain professional working relationships with fellow workers, police, and other agency personnel.
- Ability to organize and prioritize aspects of work and to follow through on all work assigned.
- Ability to readily acquire skills through on-the-job training and/or other educational opportunities.
- Ability to act and react in stressful or threatening situations with effective and appropriate crisis intervention skills.
- Ability to assess information and make responsible decisions.
- Ability to communicate clearly in both oral and written form.
- Trauma-informed trained
- Sensitivity to cultural and socioeconomic characteristics of population served.
- Knowledge of local housing resources

Education: Master's Degree in Counseling, Social Work, Human Services or related field.

Experience: 2-3 years of supervisory experience with in counseling and crisis intervention including a working knowledge of the dynamics of domestic violence. A combination of education and experience may be considered. DORA Licensure Preferred

Work Environment: Work is generally confined to a standard nonresidential facility environment. The nature of the work may subject the employee to potentially threatening situations from time to time.

*Gateway Domestic Violence Service's Policy of Nondiscrimination-* It is the policy of Gateway Domestic Violence Services to provide services, hire employees, and recruit volunteers without regard to race, color, age, religious beliefs, national origin, actual or perceived sex including gender identity, gender expression, immigration status, creed, ethnicity, disability, actual or perceived sexual orientation, level of education, spoken language, financial status, military status, or any other consideration prohibited by law.