

The Center for Violence-Free Relationships
Placerville, CA 95667
Client Services Coordinator

Job Description

POSITION SUMMARY:

The Client Services Coordinator manages the programs serving survivors of domestic violence & sexual assault and their friends & family members. The Coordinator is responsible for staff supervision, program development, evaluation of program efficacy, and compliance with grants and contracts.

RESPONSIBILITIES:

Supervision:

- Supervise case managers offering resources and training while ensuring the delivery of quality client services that meet performance thresholds.
- Ensure staff compliance with data entry protocols and integrity of data entry from all direct services staff through data audits and management reports.
- Oversee shelter operations and ensure appropriate coordination of service delivery to residents.
- Contribute to the recruitment, recognition, retention and training of Direct Service volunteers & interns. Develop opportunities for their increased involvement in client service programs.
- Facilitate collaboration and integration between departments, including cross training, staff coverage and the coordination of overlapping services.

Program Grants and Administration:

- Coordinate efforts of Client Services staff to ensure that all documentation complies with county, state and federal regulations.
- Develop annual objectives for grant applications, monitor progress and ensure achievement of these objectives.
- Contribute to grant applications and reports as needed.
- Maximize fee for service billing and expand service contracts with third party funders.

QUALIFICATIONS:

- MFT or LCSW license that is certified to supervise interns preferred.
- Experience working with clients in the field of domestic violence and/or sexual assault preferred.
- Minimum of five years management experience, including supervision of human service staff and proven leadership abilities.
- Ability to ensure compliance with protocols, policies and contracts.
- Knowledge of crisis intervention theory and techniques.
- Understanding of medical, law enforcement and judicial procedures relating to victims of domestic violence and sexual assault.
- Leadership skills, listening skills, excellent communications skills.
- Ability to manage multiple priorities simultaneously.
- Fluency or proficiency in Spanish preferred.
- Both domestic violence and sexual assault certified training certificate or the ability to attend and graduate such training.
- Ability to work evenings and weekends.
- Possession of a valid California driver's license, reliable automobile, current auto insurance, and a clean driving record.
- Ability to physically respond within 60 minutes to Marshall Hospital &/or the BEAR Clinic.



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- Maintain a clean Federal and State finger print report with no criminal history.
- Ability to type efficiently and work effectively in Microsoft Office including Excel, Word, and Outlook. Basic knowledge of database structure and the ability to learn and interface effectively with the agency's Efforts to Outcomes performance management data base. A basic understanding of using a PC, office networks, and data security.

Job Type: Full-time

Pay: Up to \$55,000.00 per year

COVID-19 considerations:

Any clients or guests entering the building are required to answer a questionnaire, have their temperature taken and sanitize on the way in and out of the office.



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