



POSITION TITLE: Director of Victim Services

REPORTS TO: Chief Executive Officer

POSITION SUMMARY: Ensures a coordinated response to assist victims of domestic violence through service provision, program development, staff supervision and community relations.

I. DUTIES AND RESPONSIBILITIES

A. Direct Service

1. Coordinate the efforts of direct service staff to ensure that victims of domestic violence receive comprehensive and timely support by:
 - a. Tracking in-house referrals
 - b. Attending and/or facilitating client staffing
 - c. Making appropriate referrals to outside agencies as needed
 - d. Monitoring and compiling statistical reports
2. Answer crisis line, provide individual and group counseling, case management and advocacy on an as-needed/emergency basis.
 - a. Fill out paperwork associated with each role including: call logs, referrals, intakes, and case notes
 - b. Collaborate with staff to create cohesion and fill gaps

B. Program Development

1. Recruit, supervise, and evaluate the following staff positions:
 - a. Domestic Violence Victim Advocate
 - b. Housing Coordinator
 - c. Court Advocate
2. Responsible for orientation and training of new staff that you supervise, in-services, and coordinating training with outside agencies.
3. Coordinate staff schedules to ensure adequate coverage.
4. Work with staff to develop objectives and measurable outcomes.
5. Evaluate the effectiveness of all direct service related programs to achieve program objectives, insure accessibility, and to assure excellence in services throughout the three counties.
 - a. Identify opportunities to expand or modify services
 - b. Implement programmatic changes

- c. Create/adjust policies and paperwork accordingly.
- 6. Ensure the provision of best practice/evidence-based, trauma informed services

C. Community Relations

- 2. Foster partnerships to promote cross-training and fluidity in client services.
 - a. Identify appropriate programs and organizations and build collaborative relationships
 - b. Attend and participate in community meetings and forums to learn about other organization's services as well as informing them of My Sister's House services

D. Other

- a. Complete statistics and grant reports
- b. Attend staff meetings
- c. Attend trainings
- d. Complete other duties as assigned

II. QUALIFICATIONS

- A. A Bachelors in social work or related field required. Masters preferred.
- B. Minimum of five years of direct service experience and/or supervisory experience
- C. Knowledge and sensitivity to the issues of domestic violence and sexual assault
- D. Excellent written and oral communication skills
- E. Ability to be non-judgmental and empower victims
- F. Excellent interpersonal and coalition building skills
- G. Ability to accurately represent agency in various settings
- H. Comfortable with public speaking
- I. Valid South Carolina driver's license and clean driving record
- J. Must become and SC Certified Victim Service Provider within one year of employment