

**Job Title:** Assistant Director of Client Services  
**Grade:** 7  
**Date:** March 2019  
**Department:** Crisis Services  
**Reports To:** Client Services Director

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The YWCA Mohawk Valley is dedicated to its mission of eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

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**Job Summary:**

The Assistant Director of Client Services is responsible for the overall operation and management of all shelters and residential staff. Responsibilities include implementation of programs, overall compliance of program and safety of residents. Supervision and staff development of Residential Assistants, Team Leaders and Residential Case Managers.

**Essential Duties and Responsibilities:**

- Review, approve and submit monthly reports for all residential programs.
- Supervision of Case Mangers: works with staff to establish goals, continued staff development/ training, timecard approval as well as perform annual reviews.
- Complete DSS monthly billing.
- Submit Maintenance Request forms to Director of Client Services for approval.
- Participate in the development of the annual residential program budget as requested.
- Approve the purchase of office supplies and materials as needed for all residential programs.
- Build and foster collaborative relationships with outside agencies. Maintain Resource Guide for community partners regarding client referrals.
- Create and maintain quality residential programs focused on residents building life skills.
- Provide staff training regarding sexual assault and domestic violence.
- Identifies staffing needs according to regulations, contracts and analysis of need. Maintains staffing needs in-line with department budget goals.
- Ensure appropriate records are maintained and secured as required by laws/funders.
- Represent the YWCA at community events as needed.
- Maintain current understanding of regulations relating to delivery of residential services.
- Ensures effective operations of the residential services.
- Assigns and delegates functions as needed.
- Assesses staff performance on a regular basis.
- Assures and maintains adherence to policies and procedures.
- Oversee accountability of residents and staff to ensure progression through program.
- Rotating on-call coverage as part of the Supervisory Team.
- Other duties as assigned.

**Position Specifications:**

- Develop and foster the relationship with DSS to resolve billing concerns and program outreach.
- Attend DSS and shelter meetings as required.
- Attend appropriate trainings to develop a working knowledge of the current policies and procedures, accreditation requirements, staffing, etc.
- Learn, follow and ensure compliance with the established policies and procedures of shelter programs. Work with the Client Services Director to ensure residential staff understand and work in accordance with said procedures.

**Education:**

- Associate's degree in Human Services, Sociology or Human Development with 2 years related experience or 3 years direct field experience with supervision responsibilities preferred.

**Required, Specialized, or Technical Knowledge:**

- Acceptance and support of the YWCA Mission
- Ability to interact with staff, residents and/or agencies while maintaining confidentiality
- Well organized and Flexible
- Strong written and verbal communication skills
- Ability to work independently with little or no supervision
- Ability to work with and interact with diverse populations
- Must have reliable transportation and the ability to travel
- Knowledge of Microsoft computer software.

**Expectation for all Employees:**

Supports the organizations mission, vision and values by exhibiting the following:

- ⇒ Integrity
- ⇒ Respect
- ⇒ Commitment
- ⇒ Compassion
- ⇒ Credibility
- ⇒ Expertise
- ⇒ Teamwork

**Physical Requirements:**

**Equipment Used:**

- Computer, fax, adding machine, telephone, voice mail, copier. Must hold a valid driver's license and insurance and be able to travel as necessary.

**Physical Activities:**

- Climbing, balancing, stooping, kneeling, crouching, walking, grasping, talking, hearing.

**Physical Demands:**

- Sedentary work exerting up to 25 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

**Visual Acuity Required:**

- Heavy acuity is required in this position.

**Work Conditions:**

- There is no substantial exposure to adverse environmental conditions with the exception of weather-related travel conditions.

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Employee Signature

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Date

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CEO Signature

\_\_\_\_\_  
Date