

**SUPPORTIVE SERVICES DIRECTOR**

The Supportive Services Director is an exempt, full-time, 12-month position directly responsible to the Executive Director.

The Supportive Services Director is responsible for the Domestic Violence Intervention Program and the Supervised Visitation and Safe Exchange Program and ensures that services are available to victims of domestic violence and their children.

**DUTIES AND RESPONSIBILITIES (include but are not limited to):**

1. Oversee Supportive Services staff. Assign responsibilities to staff and monitor performance. Provide necessary corrective action and training for Domestic Violence Intervention Program Advocates.
2. Conduct formal and informal observation of staff in order to make personnel recommendations and meet with staff to administer performance evaluations.
3. Oversee coverage of local 24-hour domestic violence hotline. On-call hours occasionally required.
4. Plan and conduct domestic violence training to staff, volunteers, and the community.
5. Assist in grant writing and oversee the awarded grant(s), submit necessary reports and all other requirements of the grant(s).
6. Assist in writing and monitoring the program budget, and approve bills and submit them for payment.
7. Timely record keeping including monthly reports and all other reports as assigned.
8. Research and maintain current information on domestic violence including attending relevant training seminars and conferences.
9. Responsible for public speaking to educate community on domestic violence, and the Domestic Violence Intervention Program.
10. Oversee provision of services to customer caseload.
11. Monitor the general condition, upkeep, and repair of the Safe Dwelling ensuring that NYS Office of Children and Family Services regulations are heeded and recertification standards are met.
12. Disseminate literature to all parts of Cayuga County on domestic violence and the Domestic Violence Intervention Program.
13. Network with other community agencies and gain an understanding of the services that they provide in order to refer customers; and advocate for system changes to best protect victims of domestic violence.
14. Facilitate Cayuga County Domestic Violence Coalition meetings monthly, provide an agenda, and keep members up to date on new legislation and relevant topics for a coordinated community response to domestic violence.

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15. Attend meetings and training, including evening meetings and out of town travel.
16. Serve on local boards and committees as assigned the Executive Director.
17. All other duties and responsibilities as assigned by the Executive Director or the Assistant Executive Director in their absence.

**QUALIFICATIONS:**

The Supportive Services Director must have the following minimum qualifications:

1. Four-year Degree in social work, psychology, sociology, or related field required and/or four years experience in human services required.
2. Two to five years supervisory experience preferred.
3. Experience in fundraising, grant writing, budget monitoring, and public speaking desired.
4. Knowledge of database entry, word processing and spreadsheets.
5. Demonstrated ability in public speaking.
6. Knowledge of local, state, and federal regulations as they pertain to program and funding source.
7. Ability to occasionally travel overnight.
8. Ability to recognize and understand the causes of poverty.
9. Ability to relate to all socio-economical segments of the community and work well with both professional and non-professional individuals and understand the special needs and concerns of women.
10. Experience, knowledge, and understanding of the problems facing victims of domestic violence and the issues facing homeless and homeless vulnerable persons.
11. Ability to function reasonably and effectively in a crisis situation. Must be resourceful, empathetic, and self-motivating.
12. Must have a clean and valid NYS Driver's License and reliable transportation.

**CLASSIFICATION:**

Exempt