**JOB DESCRIPTION**

**POSITION: CLIENT SERVICES SUPERVISOR/VICTIM ADVOCATE SUPERVISOR**

**DEPARTMENT:** Family Violence Prevention Program

**WORKSITE LOCATION:** Reno Office – Reno, NV

**REPORTS TO:** Program Director

**SHIFT:** 40 Hours a week - Monday through Friday - 8:00 a.m. to 4:30 p.m.

**STATUS:** Full Time: Non-exempt - Eligible for overtime

**SALARY:** $30.00 DOE

**SUMMARY**: Under general direction, supervises, assigns, reviews, and participates in the work of staff; supervises Victim Advocates who perform a broad range of support duties for victims; and ensures work quality and adherence to established policies and procedures. Performs the more technical and complex tasks relative to assigned area of responsibility.

**EDUCATION AND EXPERIENCE REQUIREMENTS**

* A Bachelor's degree from an accredited college or university with major course work in criminal justice, public administration, social work, or a related field.
* Must have a valid Driver’s License and reliable
* High school diploma required
* Experience working in domestic violence or social service-related field, preferred.
* Knowledge of grant-funded programs.
* Knowledge of Nevada’s Native American/Tribal communities preferred.
* Experience including one year of administrative and/or lead supervisory experience.

**RESPONSIBILITIES**

1. Administrative/Essential Duties
   * Create and manage work schedules/timesheets to meet operational needs
   * Oversee all victim advocates in program and delegate duties and responsibilities
   * Participate in the selection of assigned staff; provide or coordinate staff training; develop and present training programs on domestic violence, stalking and other related issues; work with employees to correct deficiencies; implement discipline procedures
   * Plan, prioritize, assign, supervise, review, and participate in the work of staff responsible for providing support to and serving as an advocate for the rights and protection of victims of crimes
   * Participates in the development and administration of programmatic goals, objectives, and procedures alongside the Program Director
   * Coordinate and schedule appointments and meetings as needed
   * Develop and coordinate volunteer programs
   * Monitor workflow and ensure efficient operations
   * Implement policies and procedures with program director to improve productivity and quality
   * Compile and tabulate statistical information for grant purposes
   * Attend and participate in professional group meetings alongside the program director or in the program director’s absence
   * Attend trainings, conferences, workshops, as assigned.
   * General office duties, as assigned.
   * Work with Program Coordinator on management of the Women’s Shelter
   * Other duties assigned by the Program Director
2. Advocacy Duties

* Office coverage, answering all calls and routing them to the appropriate staff.
  + Facilitate resident intakes and exit interviews
  + Complete case intake forms on each contact; document the services provided, and referrals made; conduct thorough case management on all cases advocacy is provided to include follow-up contacts
* Provide case management and crisis intervention services to victims
* Maintain the highest degree of confidentiality and professionalism at all times.
* Monitor and manage inventory of office supplies; order and distribute office supplies as necessary
  + Transport clients when necessary, and visit high-risk clients placed in motels
  + Back up advocate with only 1-2 client limit – as needed.

**ADDITIONAL KNOWLEDGE, SKILLS AND ABILITIES**

* Must possess a valid Nevada’s Driver’s license, a reliable vehicle with insurance and have a good driving record
* Experience and knowledge of Microsoft Office. Ability to integrate and merge data from multiple programs including Access, Excel, Word, Power Point and Publisher
* Strong leadership and interpersonal skills
* Excellent problem-solving abilities
* Ability to multitask and manage time effectively
* Exceptional oral and written communication skills
* Exceptional organization skills, ability to prioritize, and attention to detail
* Select, train, and evaluate staff
* Principles and practices of effective employee supervision including leadership, motivation, development, team building, conflict resolution, employee training, performance evaluation and discipline
* Demonstrate an awareness and appreciation of the cultural diversity of the community
* Must be available for possible overnight travel to outlying areas and rural communities;
* Ability to work independently, but most importantly part of a team;

**PHYSICAL ABILITIES**

* Occasional bending and stooping, reaching above shoulder level and crouching as well as occasional pushing and pulling
* Must have average hearing and visual acuity
* Must have manual dexterity for keyboard and report writing
* Be able to lift 40 pounds