

Program Services Director/ Client Advocate

1. Coordination

Assist with recruitment and hiring of new direct services staff
Coordinate client information flow among staff
Management of client-related resources – emergency funds and basic needs
Schedule staff to cover crisis line, advocacy and staff on call shifts
Participate in Writing and revising Policy and Procedure Manual

2. Training & Supervision

Supervision of all direct services to clients
Case review meeting for advocate, counselor and casemanager supervision
Consult with staff and interns on client and professional concerns
Coordinate supervision of direct services coordinators
Coordinate supervision of graduate counseling interns –
(Recruit, screen, quality assurance, evaluation, documentation)
Staff development – Assist with In-service training, continuing education, monitor staff vicarious trauma

3. Direct Service Provision

Share responsibility with other staff for crisis line, In-house advocacy, and Staff-on-call coverage

4. Volunteers

Assist in training volunteers to perform crisis intervention counseling, trauma and suicide/homicide responses.

5. Statistics/Administrative Documentation

Coordinate client documentation and records – (forms, requests for client information, client tracking, prepare data for reporting, professional documentation etc.)
Client tally statistics for internal tracking and evaluation of advocacy/counseling service
Oversee maintenance of client records in permanent files

6. Liaison to Community/Education

Liaison to community mental health initiatives
Liaison to counseling and psychology programs at colleges and universities
Monitor internal and external research activities.

7. Agency Citizenship

Attend staff, case review, and coordinators meetings
Abide by the VOH Mission Statement

Acknowledge and follow the rules, policies and procedures of VOH
Perform other duties as assigned, e.g. cleaning of office/building.

This is a full-time exempt staff position that reports to the Executive Director