



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

Job Description

Job Title: Director of Client Services

Department: Administration

Position Status: Exempt
Full Time

Supervised by: Executive Director

General Statement of Duties:

The Director of Client Services is responsible for the development and operation of programs including, but not limited to, policies & procedures, new Agency initiatives, budget planning & oversight, supervision of Program Managers, and ensuring the delivery of quality services to clients. This position is also responsible for the development and maintenance of positive and collaborative relationships within the Agency, and between the Agency and community partners.

Specific Duties or Typical Work Activities:

- Monitors development of program services, policies, procedures, and practices to ensure consistency with Agency mission and regulations, and to ensure responsiveness to client and community needs
- Provides supervision and oversight to Program Managers and to other Agency staff as requested by the Executive Director
- Coordinates internal data management and reporting systems that are compiled for the Executive Director, Board of Directors, and/or Diocese of Syracuse
- Collaborates with Program Managers and other Directors in promoting and supporting a positive workplace environment and encouraging open communication between and among departments
- Provides crisis resolution of Agency/staff concerns as they arise
- Serves as Agency Director in the absence of the Executive Director or as requested by the Executive Director or Diocesan Director
- Participates in Agency, departmental, and administrative staff meetings with management and executive staff, Board of Directors, funding sources, and community organizations
- Provides coverage for Program Managers, as needed
- Assists with fundraising, funding opportunities, and grant writing activities
- Represents the Agency on various committees and boards
- Other related work, as requested

Required Knowledge and Skills:

- Excellent verbal and written communication skills
- Time management and self-initiation skills
- Leadership skills and the ability to work in a team environment
- Computer and technology skills

Qualifications:

- Bachelor's Degree in Human Services or related field with at least six (6) years of related experience, three (3) of which include experience in a management/supervisory capacity

Additional Expectations:

- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance coverage
- Must work the expected 40 hours weekly, Monday-Friday
- Must comply with Agency and program policies and procedures
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets
- Required to ensure that employees are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee