



Community Services Director

Job Description:

The Community Services Director is responsible for managing the outreach staff and community programs. This position is responsible for ensuring that services are advocacy based and victim centered. The Community Services Director is also responsible for ensuring legal and grant requirements are met, that proper documentation is kept, and for assisting with grant reports related to outreach services. This position is also responsible for responsible for community relations. The Community Services Director supervises the Sexual Violence Services advocates, Empowerment Guide, Outreach Advocate, and the Legal Advocates. The starting compensation is \$38,000-\$45,000 commensurate with experience and salary history, and a 5% increase in base pay for bi-lingual English/Spanish abilities. Other benefits include health insurance coverage and flexible scheduling options.

Responsibilities and Duties:

- Ensure program development and implementation based on best practices while following strict confidentiality and ethical guidelines;
- Directly supervises the, Sexual Violence Services Advocates, Empowerment Guide, Outreach Advocate and Legal Advocates.
- Promotes trauma informed practices within CAAFA, at an individual and organizational level;
- Develop partnerships with and work collaboratively with other social service agencies and community entities to increase outreach to potential participants and secure resources for program participants;
- Work cooperatively with Residential Services Director to ensure advocates and volunteers receive adequate training and supervision.
- Work cooperatively with Residential Services Director to ensure that all intakes, progress notes, and/or closures are completed in a timely manner.
- Work cooperatively with Residential Services Director to ensure grant compliance benchmarks are met accordingly.
- Ensure issues at outreach office are addressed within a timely, direct, and respectful manner.
- Ensure services delivered at outreach site are advocacy based and low barrier.
- Provide assistance with resolving conflicts at outreach office.
- Critically analyze situations and respond on a case-by-case basis.
- Assist advocates in planning, goal setting, and achieving goals through case management.
- Conduct outreach presentations to community members.
- Build relationships and work cooperatively with other agencies that provide services to victims of domestic and sexual violence;

- Ensure that the needs of program participants are being met and are within funding and contract parameters.
- Facilitate case reviews/staffings at Direct Services meetings;
- Ensure policies and procedures are being adhered at outreach office.
- Ensure services are being facilitated according to outcome measures stipulated by funding sources.
- Facilitate direct services when needed.
- Complete and assist in required weekly, monthly, and quarterly reporting as needed;
- Provide service data to Grants Manager;
- Member of the Shared Leadership Team
- Participate in the Annual CAAFA Fundraiser (not the lead).
- Required Monthly Report to Executive Director 1 week prior to Board of Director's Meeting
- Represents CAAFA at community meetings and events as directed.
- Other duties as assigned by the Executive Director.

Reports To: Executive Director

Minimum Qualifications:

Bachelors degree in the field of social sciences or four (4) years work experience in crisis response, community services, and domestic/sexual violence services.

Ability to obtain Level I Fingerprint Clearance Card and First Aid and CPS certification.

Preferred Qualifications:

Bachelors degree in the field of social sciences or relevant degree

Bilingual English/Spanish

Experience in domestic and/or sexual violence community advocacy

Supervisory Experience

Required Knowledge, Skills, and Abilities:

- General knowledge of domestic abuse, sexual abuse, social services, community organizations, and health services;
- Supervisory or management skills;
- Effective interviewing and crisis counseling skills;
- Ability to remain calm in crisis situations;
- Excellent interpersonal and communication skills;
- Caring, honest, and cooperative nature;
- Supportive, sensitive, and empathetic personality;
- Strong problem solving skills;
- Ability to be flexible;
- Ability to provide responsive services to a diverse population of program participants;
- Ability to maintain a positive attitude;
- Ability to work collaboratively and independently;
- Ability to respect confidentiality of information learned through providing services;
- Consistently represent the mission and philosophy of the agency; and
- Maintain effective and cooperative relationships with community partners, participants, other employees, and volunteers.

CAAFAs is an equal opportunity employer. We are committed to employment policies and procedures assuring all qualified persons are accorded equal opportunity for employment, promotion, and training. We encourage applicants from diverse groups to apply including, but not limited to African-American, Latina/o, Native American, Asian/Pacific Islander, and LGBT persons. We also welcome applicants from different national origins, religions, ages, & ability status.

To Apply

Email cover letter and resume to the Community Alliance Against Family Abuse Executive Director Ray Villa rayv@caafaaz.org, Director of Finance and Administration carolm@caafaaz.org, and Director of Programs abigailp@caafaaz.org.