

+Job Title:	Director of Client Services	Job Category:	
Department/Group:	Programs	Job Code/ Req#:	
Location:	Richmond, TX	Travel Required:	To agency locations & apartments
Level/Salary Range:		Position Type:	Full-Time
HR Contact:	Sadia Ayaz	Date posted:	Click here to enter a date.
Will Train Applicant(s):	Yes	Posting Expires:	Click here to enter a date.
External posting URL:			
Internal posting URL:			
Job Description			
<p>The Fort Bend Women’s Center provides outstanding and innovative programming that:</p> <ul style="list-style-type: none"> • Is brain health based • Operates within a positive reinforcement framework that increases hope and social connectivity • Reduces the negative impact of trauma, often from lifelong abuse • Fosters client self-determination and accountability • Provides mobile services • Is data-driven • Uses evidence-based traditional and emerging services <p>ROLE AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Set vision and expectations for the Client Services Department, ensuring that service targets are met yearly. • Direct and train Client Services team members on service delivery to best practices standards and agency policies/procedures/philosophy. • Direct the Youth and Family Services team (including our temporary emergency shelter daycare center), Life Skills team (employment, education, and life skills), and Mental Wellness team, including staff, community partners, contractors, and volunteers. • In conjunction with FBWC’s Volunteer Coordinator and Development Team, cultivate community partnerships that supplement client services. • Develop annual meaningful program objectives and strategies. • Troubleshoot client as well as programmatic issues and concerns. Help mentor the team to problem solve, service plan, and research resources as needed. • Monitor Key Performance Indicators (KPIs) and program outcomes, recommending program improvements as needed. • Ensure that all documentation and timesheets are completed accurately and promptly. • Assist with grant applications and reports as needed. • Represent FBCWC in community events and professional networking coalitions. • Attending staff meetings and training courses as requested. Lead weekly departmental meetings. • Other duties as assigned. 			

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Master's degree in a social services field required.
- Active independent licensure as an LPC, LPC-S, LCSW, LMFT, or equivalent licensure.
- Minimum of 5 years of experience working with individuals experiencing trauma
- Experience leading a multidisciplinary team.
- Experience with the domestic violence/sexual assault population strongly preferred.
- Knowledge of Texas Childcare Licensing is strongly preferred.
- Proficiency in Microsoft Office Suite.
- Clear and effective written and oral communication skills.
- Have a valid Texas Driver's License and carry auto liability insurance as required by the State of Texas.
- Pass a criminal background check and drug screening.

REQUIRED SKILLS AND COMPETENCIES

- Demonstrates strong leadership, communication, strong time management, and problem-solving skills in a manner that encourages and empowers staff and clients to seek remedies for positive change.
- Possesses a level of comfort with information technology and a willingness to learn new systems and processes.
- Displays ability and willingness to make appropriate decisions, respond compassionately to persons served while maintaining appropriate and professional boundaries, exhibits sound and accurate judgment, supports and explains reasoning for decisions, and includes appropriate people in the decision-making process.
- Displays original thinking and creativity by meeting resource challenges, generating suggestions for improving work, and developing innovative approaches and ideas.
- Shows tenacity and thoroughness, with the ability to solve practical problems.
- Team player who can roll up their sleeves and get involved in everything from big projects to mundane tasks.
- Possesses strong time management skills.
- Applies basic strategies for effective communication, including developing rapport/trust and using active listening, motivational interviewing, effective nonverbal communication, and cultural competency.
- Works with clients and staff respectfully and nonjudgmentally while employing a client-centered, strengths-based, and trauma-informed perspective.
- Respects client confidentiality and autonomy.
- Applies strategies for addressing conflict and moderating one's own verbal and nonverbal reactions to communications with clients and coworkers.
- Prioritizes/plans work activities efficiently and plans for additional resource needs. Sets goals and objectives and develops realistic action plans.
- Deadlines/solutions-oriented with the ability to handle multiple competing priorities and responsibilities.
- Speaks clearly and persuasively, listens, asks for clarification, responds well to questions, and participates in meetings.



- Writes accurately, respectfully, and informatively, edits work for spelling and grammar.
- Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to non-traditional hours of work when necessary to reach goals, completes tasks on time, or notifies appropriate person with an alternate plan.
- Travel may be required in greater Harris and Fort Bend County areas.

Employee Signature: _____ Date: _____

Officer Signature: _____ Date: _____