



Women's Resource Center

Title: Director of Client Services

Reports To: Executive Director

Location: hybrid with in-person divided between Newport & Warren offices

FTE: 40 Hours per week*

Term: Employment at Will

Salary Range: \$63,000- \$68,000

Benefits: Health and dental insurance (employer pays 75% of individual), supplemental insurance, paid holiday, vacation, sick, and personal time, retirement plan with employer match, employee assistance program, employee wellness program, flexible schedule, hybrid work model

Organization Summary:

Founded in 1977, the Women's Resource Center (WRC) has a long history of providing a full range of compassionate, comprehensive direct services to survivors of domestic violence. Over the past fifteen years, the WRC has also been at the forefront of innovative prevention practice nationally. The WRC's purpose is to work with the community to end violence, combining survivor-centered service delivery with evidence-informed prevention strategies. We engage a myriad of governmental and state agencies, organizational partners, and diverse local residents of all ages, races, ethnicities, languages, abilities, and socio-economic backgrounds to ensure that survivors have the supports they need, while simultaneously working to create healthy, safe communities.

Mission

Leading domestic violence prevention through the empowerment of individuals and the community by providing advocacy, education and support services.

Values

Social justice

We believe that our community has the ability to achieve domestic peace.

Individual empowerment

We believe in the potential for individual change.

Community commitment

We believe in the power of working collaboratively with our community to compassionately and confidentially provide best practices in a safe and accessible environment.

Agency commitment

We believe in providing a diverse, respectful, and safe environment to work, learn and grow.

Working at the Women's Resource Center

The WRC is a great place to work! We are a diverse team of people passionate about ending domestic violence and providing high quality, trauma-informed services to our clients. This is hard work that wouldn't be possible without our amazing staff. We value our people and demonstrate our commitment

by providing a competitive benefits package and a hybrid, flexible, family-friendly workplace. We invest in our employees' growth and well-being. We pride ourselves in developing leaders and supporting self-care every day. We share an innovative vision for the future of this organization, and engage every team member in making that vision a reality.

**We are currently piloting a 4-day/32-hour work week with no reduction in pay or benefits. This position would work a Tuesday-Friday schedule for the duration of the pilot (through March 31.) This schedule may be permanent depending on outcomes of the pilot. If we return to a 5 day/40-hour work week, the schedule will be Monday-Friday.*

Position Summary:

This is a leadership role within the Women's Resource Center. The Director of Client Services provides direct support to and is under the supervision of WRC's Executive Director. This position is responsible for overseeing the client services programs of the WRC: Systems Advocacy, Housing Advocacy, and Counseling. The Director of Client Services is responsible for ensuring that the client services programs are implemented in a way that reflects the mission, culture, values, policies, and processes of the WRC. The Director of Client Services manages service data, grant writing and reporting, program budgets, and provides coaching, training, support, and leadership to the staff in the client services department. This is a full-time position.

Role Specific Duties

- Develop leaders and leadership capacity within the client services team. Provide coaching, training, support, and leadership to program managers and staff. Demonstrate enthusiasm for and commitment to employee growth.
- Serve as the client services lead on the Senior Leadership team: Actively and thoughtfully participate in organization-wide decision-making, implementation of new policies, protocols, & initiatives; support the realization of organizational vision and strategic direction.
- Embody the organizational commitment to empowerment, whole-person care, and equity with both staff and clients.
- Ensure day-to-day operations of the client services programs are efficient, effective, and trauma-informed; manage programmatic budgets and grant/contract requirements.
- Foster a culture of collaboration and interdependence across programs and departments.
- Ensure all client services staff and programs adhere to agency policies, including strict adherence to WRC confidentiality policies and code of ethics; oversee quality assurance within client services
- Facilitate management and staff meetings as needed
- Support healthy internal working relationships; facilitate conflict resolution sessions with employees as needed
- Coordinate staff training, professional development, and wellness supports
- Attend and actively participate in agency meetings as required, including department meetings, and regularly scheduled supervision meetings.
- Represent agency at community-based meetings, roundtables, conferences, and sexual assault/domestic violence police in-service trainings as needed.
- Cultivate and maintain relationships with the Rhode Island Coalition Against Domestic Violence, our sister agencies, funders, and other community partners
- Provide trauma-informed direct services to victims of domestic abuse including support, advocacy, crisis intervention, safety planning, information, and referrals.

Essential Duties

- Maintain client files, agency files, statistics, forms, and other record keeping as required.
- Complete all paperwork and enter it into the client records database in a timely manner.
- Attend trainings and continuing education activities as assigned.
- Create equitable policies, practices, and processes
- Maintain current knowledge of changes in policies and procedures, new community resources, and other information.
- Perform duties in a manner that demonstrates cultural competency and respect for diversity.
- Generate reports and statistics.
- Other duties as assigned.

Qualifications & Skills and Abilities Required

- 5+ years of leadership experience in a nonprofit or other service organization
- 3+ years of supervisory experience
- Expertise in trauma-informed care
- Demonstrated commitment to social justice, equity, and inclusion
- Comfort leading “from behind,” sharing credit, lifting up others’ leadership
- Ability to function in ambiguity and uncertainty
- Enthusiasm for big ideas and innovation
- Comfort co-creating across all levels of an organization
- Willingness to innovate and take calculated risks; ability to fail and learn from that failure
- High level of interpersonal skills and emotional intelligence; ability to have hard conversations with compassion and to assume positive intent.
- Organizational and analytical abilities to manage challenging situations
- Ability to juggle multiple priorities at one time
- Strong writing skills
- An understanding of issues related to domestic violence, sexual assault, and sexual abuse.
- Ability to deal effectively in stressful situations and to handle crisis as they arise.
- Bilingual Spanish a plus.

To apply: Send cover letter and resume to careers@wrcnbc.org.

The Women's Resource Center is an Equal Opportunity Employer. The organization does not discriminate against a volunteer, an employee or applicant in employment of conditions or opportunities for employment on the basis of race, color, religion, gender, sexual orientation, gender identity or expression, disability, age or country of ancestral origin