

Position Description—Director of Client Services

Reports to: Executive Director

Position summary: The Director of Client Services is responsible for management of all direct services provided to clients and program participants including the delivery of counseling, support and advocacy to individuals, program-related planning, evaluation, policy development and administration, and supervision and management of program personnel. Program areas include but are not limited to the Center's Older Adults Program, Project Q and other youth programs, and services specific to victims of crime. The Director of Client Services may provide direct clinical or case management services in particularly complex situations.

Responsibilities:

Management and Program Development

- Achieve program objectives by contributing information and recommendations to strategic plans and reviews.
- Prepare and update program action plans.
- Implement productivity, quality and client service standards.
- Resolve program problems.
- Identify program and community trends and needs.
- Determine system improvement needs.
- Implement program change.
- Enhance agency reputation by accepting responsibility for accomplishing new and different requests and exploring opportunities for inter-agency connection to add value to client services.
- Manage grants related to direct client services by organizing and coordinating information and requirements, planning, arranging and meeting grant schedules, collecting data and monitoring results.

Supervision/Personnel Management

- Maintain staff by recruiting, selecting, orienting, and training employees, interns and volunteers and developing personal growth opportunities.
- Accomplish job results by coaching, counseling, and disciplining personnel; Planning, monitoring and appraising job results; Conducting training, implementing and enforcing systems, policies and procedures.

- Maintain a safe and healthy work environment by establishing and enforcing organizational standards and adhering to legal regulations.
- Complete operations by developing schedules, assigning and monitoring work, gathering resources, resolving operations and personnel problems, and implementing new procedures.
- Maintain professional and technical knowledge to share with staff by attending professional workshops and reviewing and sharing professional publications.

Client Services

- Provide consultation to staff and interns regarding clinical assessment and evaluation, and differential diagnosis and treatment planning for complex client situations.
- Develop knowledge of, and relationships with community service providers to facilitate appropriate referrals and effective community response to client situations and needs.
- Locate external resources and coordinate the delivery or transfer of service provision for complex client situations.
- Maintain confidential records of client/staff interventions by documenting client situations and client actions.
- Ensure compliance with federal, state, and local legal requirements by studying existing and new legislation, enforcing adherence to requirements, and advising management and the Board on needed actions.

Organizational Engagement

- Serve as an ambassador and Center spokesperson regarding the Center's mission, philosophy, programs and services including at community events and Center functions, and on select committees/work groups.
- Create a welcoming, inclusive and safe environment for visitors to the Center.
- Lead and participate in staff meetings and provide overall Center supervision on a rotating basis.
- Support organizational fundraising efforts.
- Other duties as assigned.

Requirements:

- Minimum of Master's Degree in Social Work, Counseling or related human services field with clinical licensure in the State of Wisconsin.
- Minimum of three years experience supervising clinical staff/interns including in coaching, motivating and developing corrective action plans.
- Proven experience in managing programs including evaluating program progress and implementing quality improvement processes.
- Demonstrated ability to participate in and/or lead strategic planning efforts and fiscal analysis of direct service programs.
- Knowledgeable about the diversity of LGBTQ+ identities, cultures and communities, social and other indicators of LGBTQ+ individuals' mental health and holistic well-being, identity development, and social justice advocacy.

- Understanding and ability to effectively articulate clinical issues, concerns and needs of LGBTQ+ individuals regarding sexual orientation, gender identity and expression, race, class, age and the intersection of identities, and relative to those impacted by interpersonal violence including sexual assault and abuse, intimate partner violence, domestic and family violence, physical assault, bullying, harassment, stalking, human trafficking, and hate and bias-motivated crimes.
- Excellent interpersonal skills; Demonstrated ability to communicate cross-culturally and work effectively with individuals and groups, including those with socially marginalized identities and experiences.
- Ability to inspire trust and respect among colleagues and external partners; Able to maintain privileged client information.
- Ability to embody a commitment to cooperation, collaboration and mutual respect.
- Ability to work independently and as part of a team within the parameters of the program, and to work in a changing environment where there is frequent exposure to stressful/crisis situations.
- Excellent written and oral communication skills; Experience with public speaking, delivering educational trainings and facilitating group activities.
- Experience in grant writing, management and reporting.
- Organized and reliable; Proficient with current technology and communication systems as well as common office software and computer functions.
- Ability to work a variety of hours, including at night and during the weekend to meet staff, client and agency needs.

Milwaukee LGBT Community Center is an equal opportunity employer and will recruit, hire and promote qualified persons into all job classifications without regard to race, color, religion, national origin or citizenship status, sex, gender identity or expression, pregnancy, sexual orientation, age, disability, or military status.