Position Details

Position: Client Services Manager
Reports to: Executive Director
Effective: July 2018
Revised: N/A
Classification: Full-time Exempt
Salary: Commensurate with Experience

Purpose/Summary

The Client Services Manager is responsible for management and delivery of the activities of the STOP Violence Against Women grant awarded to Arizona South Asians for Safe Families under contract No. ST-VS-18-010118-03 and administered by the Arizona Governor’s Office of Youth, Faith and Family. This position is responsible for the coordination and delivery of direct services to ASAFSF’s target population: South Asian adult survivors of sexual and domestic violence. This includes supervision and coordination of client services volunteers and interns, community outreach and awareness, collaboration with partner agencies and providing culturally-specific education about gender-based violence among the South Asian population. This position upholds the mission, vision and values of Arizona South Asians for Safe Families.

Duties and Responsibilities

In addition to assisting the Executive Director with overall agency responsibilities, the Client Services Manager will be responsible for the following:

Coordination:
- In coordination with the Executive Director, recruit, interview and onboard client services volunteers and AmeriCorps interns;
- Supervise client services volunteers and AmeriCorps interns in accordance with ASAFSF’s policies and procedures;
- Maintain appropriate files on client services volunteers and AmeriCorps interns;
- Maintain current time keeping on client services volunteers and AmeriCorps interns;
- Share relevant professional development opportunities with client services volunteers and AmeriCorps interns as appropriate.

Service Delivery:
- Answer calls and respond to voicemails on ASAFSF’s toll free helpline and voicemail;
- Conduct safety assessments and intakes with survivors requesting services from ASAFSF;
- Provide on-going case management and advocacy services for ASAFSF clientele including but not limited to referrals, legal advocacy, housing assistance, emergency financial assistance and immigration assistance;
- Regularly evaluate quality of client services and capture metrics and results for quality improvement and reporting purposes;
- Maintain the confidentiality of ASAFSF clients in accordance with ASAFSF policies and procedures and the Violence Against Women Act.

Outreach/Collaboration:
- Work with and participate in meetings, events, etc. with members of Arizona’s sexual and domestic violence community;
• Work with and participate in relevant meetings, events, etc. with other culturally specific organizations that, through the course of their work, intersect with adult South Asian survivors of sexual and domestic violence;
• Create and maintain partnerships with individuals and systems that impact South Asian survivors of sexual and domestic violence that may include (but are not limited to) law enforcement, courts, immigration and family law attorneys;
• Implement co-case management plans with mainstream service providers to ensure South Asian survivors of sexual and domestic violence receive culturally sensitive services.

Education/Awareness
• Coordinate and deliver cultural sensitivity trainings to mainstream sexual and domestic violence service providers, and other system stakeholders, in accordance with grant activities;
• Coordinate and participate in appropriate community events to provide information and materials about ASAFSF and its services.

Management/Operations:
• Ensure that relevant project data is being compiled and entered into the database for reporting purposes;
• Monitor grant-funded activities and objectives to ensure timeliness on meeting stated metrics and objectives;
• Assist the Executive Director in ensuring that relevant reporting data is captured, compiled and entered into the database;
• Work with the Executive Director on overall fiscal and programmatic elements of the grant-funded project and ASAFSF as a whole.

Competencies
The Client Services Manager must behave ethically, communicate effectively, be creative and flexible, foster team work while working independently, lead, make sound decisions, be organized and solution focused.

Knowledge, Skills & Abilities
• Bachelor’s degree in Social Work, Women’s/ Gender Studies, Public Administration, Nonprofit Management or other relevant degree. Master’s degree in any of the previously stated areas of study preferred;
• Working knowledge of sexual and domestic violence in the South Asian population;
• Experience working with survivors of sexual and domestic violence;
• Ability to speak one or more South Asian languages;
• Deep understanding of South Asian cultural values and beliefs related to family dynamics and sexual and domestic violence;
• Awareness and sensitivity to immigration processes;
• Experience delivering training and knowledge of adult learning principles;
• Ability to communicate effectively, orally and in writing in English;
• Proficient with Microsoft Office programs and ability to troubleshoot and learn technology and software;
• Ability to work independently and take initiative as appropriate;
• Excellent time management and organization skills;
• Ability to be flexible, adapt and prioritize tasks;
• Ability to work occasional evenings and weekends as required;
• Ability to obtain an Arizona Department of Public Safety Fingerprint Clearance Card;
• Regular access to reliable transportation, a valid Arizona Driver’s License and proof of insurance.