

Job Title: Client Services Manager - Domestic Abuse Victim Support

Department: Victim Services / Social Services

Reports To: Executive Director

Location: East Shelby County, Tennessee

Job Type: Full-time

Salary: \$50,000 - \$62,000 per year

About Us:

At The Women's Advocacy Center, we are dedicated to empowering and supporting survivors and victims of domestic abuse, sexual assault, and stalking by sharing the transformative power of God's love. We offer comprehensive, evidence-based programs and services to individuals and families in eight communities of Shelby County, which are grounded in our Christian faith. We believe in equipping survivors to rebuild their lives free from abuse and harm through advocacy, resources, and a safe environment.

Position Summary:

The Client Services Manager (CSM) provides trauma-informed, client-centered support and advocacy to victims of domestic abuse, sexual assault, and stalking. This role involves assessing client needs, developing individualized safety plans, connecting clients with essential resources, providing emotional support, and advocating on their behalf within legal, housing, and social service systems. The CSM plays a critical role in empowering survivors to achieve safety, stability, and independence.

Key Responsibilities:

- **Client Intake & Assessment:**
 - Conduct comprehensive intake interviews to assess the immediate safety needs, risk factors, and overall well-being of victims of domestic abuse, sexual assault, and stalking.
 - Identify and evaluate client needs across various domains including safety, housing, financial, legal, medical, and emotional support.
 - Utilize a trauma-informed lens in all interactions.

- **Safety Planning & Crisis Intervention:**
 - Collaborate with clients to develop individualized and dynamic safety plans, including emergency preparedness, escape routes, and effective communication strategies.
 - Be familiar with evidence-based approaches for immediate crisis intervention and de-escalation techniques as needed.
 - Offer emotional support and a non-judgmental space for survivors to share their experiences.
- **Resource Navigation & Referrals:**
 - Connect clients to appropriate internal and external resources, including emergency shelter, transitional housing, legal aid, mental health services, medical care, employment services, and childcare.
 - Facilitate referrals and follow-up to ensure clients access needed support.
 - Maintain an up-to-date knowledge of supportive community resources, partners, and service providers.
- **Advocacy & Support:**
 - Advocate on behalf of clients with various systems (e.g., law enforcement, courts, landlords, social services) to ensure their rights are protected and needs are met.
 - Provide court accompaniment and support during legal proceedings (e.g., restraining orders, divorce, custody).
 - Assist clients in understanding their rights and options.
- **Documentation & Reporting:**
 - Maintain accurate, confidential, and timely client records, including case notes, assessments, service plans, and progress reports.
 - Ensure compliance with all organizational policies, funding requirements, and ethical guidelines.
 - Prepare reports on client outcomes and program effectiveness as required.
- **Collaboration & Teamwork:**
 - Work collaboratively with a multidisciplinary team, including therapists, legal advocates, and shelter staff, to provide holistic client support.

- Participate in case conferences, team meetings, and supervision sessions.
- Build and maintain positive relationships with community partners.
- **Professional Development:**
 - Engage in ongoing training and professional development related to domestic violence, trauma, cultural competency, and best practices in victim support.
 - Stay informed about current research, legislation, and trends in the field.

Qualifications:

- **Education:** Bachelor's degree in social work, Psychology, Counseling, Human Services, or a related field. Master's degree preferred.
- **Experience:**
 - Minimum of 5 years of experience working directly with victims of domestic violence, sexual assault, and stalking or other vulnerable populations.
 - Experience in crisis intervention, safety planning, and case management strongly preferred.
- **Knowledge, Skills, & Abilities:**
 - Deep understanding of the dynamics of domestic violence, sexual assault, stalking, power and control, and the impact of trauma on survivors.
 - Strong crisis intervention and de-escalation skills.
 - Excellent active listening, empathy, and interpersonal communication skills.
 - Ability to work effectively with diverse populations, demonstrating cultural humility and sensitivity.
 - Strong organizational skills with attention to accuracy and details for organizational record-keeping.
 - Ability to maintain professional boundaries and confidentiality.
 - Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and case management software.
 - Knowledge of local community resources and legal processes related to domestic violence, sexual assault, and stalking.
 - Ability to work independently and as part of a team.

- Flexibility and adaptability to respond to evolving client needs and on-going program priorities.
 - Bilingual abilities (e.g., Spanish, [other relevant languages]) highly desirable.
- **Certifications/Licenses:** CPR/First Aid certification, relevant state certifications, or other trauma-training certifications.

Working Conditions:

- This position may involve working with individuals in crisis, which can be emotionally demanding.
- May require occasional evening or weekend hours for client needs or outreach events, and crisis intervention.
- May require travel within the community to meet with clients or attend meetings.

To Apply:

Please submit a resume and cover letter detailing your relevant experience and passion for supporting victims of domestic abuse to Romona Jackson at rjackson@womensac.org or apply through our website: www.womensadvocacycenter.org.

Application Deadline: Until Filled

The Women's Advocacy Center is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.