



VICTIM SERVICES SUPERVISOR

Department: Family Justice Center
Job Class #: 114900
Pay Range: Professional 04

FLSA: Non-Exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is highly responsible supervisory work that oversees and provides case management services for victims of domestic violence. An employee in this classification is responsible for providing supervision to staff and volunteers; assuring quality of services; and providing direct services to clients.

ESSENTIAL FUNCTIONS:

- Supervise and coordinate activities of a designated unit; determine work procedures, prepare work schedules and determine methods for expediting workflow; assign, review and approve the work of subordinate staff.
- Ensure consistent interpretation of laws, rules, policies and procedures.
- Investigate grievances involving subordinates and recommend resolution; recommend promotional and disciplinary actions; approve leave requests and overtime; provide adequate coverage during staff absences.
- Conduct performance evaluations and develop performance measures and standards.
- Ensure effective communication with county departments and staff to facilitate and ensure adherence to policies and procedures.
- Provide direction, leadership and training to volunteers, interns, and partner agency staff.
- Provides professional services to include crisis intervention, and safety planning.
- Provides initial needs assessment.
- Informs client and family of educational resources.
- Provides initial introduction of the Family Justice Center and its services to the client and family in crisis.
- Provides advocacy to gain information and provide clients options.
- Coordinates available services within the Family Justice Center.
- Interviews and supports clients, responds to crisis situations and/or provides resources and coordinates referrals to other service agencies.
- Provides support to walk-in and telephone clients.
- Completes intake forms and develops individual safety plans.
- Enters information into the FJC computer database.
- Runs reports, gathers work data and monitors staff workloads with assistance of FJC database.
- Effectively establishes and maintains positive working relationships with service providers, clients and co-workers.
- Effectively persuade, inform, educate, train, solicit information, motivate and direct a wide variety of individuals or groups.
- Establish and maintain effective working relationships with County officials, employees and the general public.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.

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- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED:

Work is performed under general direction of the Assistant Director with the employee expected to plan and complete work independently after objectives, priorities and deadlines have been defined. Work is reviewed in progress and upon completion for quality, consistency of professional judgment and compliance with established goals and policies. This position has full supervisory authority over the Victim Services Specialist staff and provides direction and leadership to volunteers, interns and partner agency staff who provide similar services.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. Victims Services Supervisor works in an office environment. In addition, the position involves exposure to disagreement or controversy and situations involving conflict, anger, verbal abuse and potential for volatile and/or hostile behavior. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Finger dexterity to operate equipment used in the position, talking, seeing, and hearing are essential. Extended periods of sitting is required. There is some walking, bending/stooping, pushing/pulling and minimal lifting associated with the classification as it is currently performed. Ability to travel to attend meetings away from regular work site may be required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Supervisory principles and techniques.
- Effective advocacy, problem-solving, communication and listening techniques.
- Post-traumatic stress syndrome and immediate and long-term effects of domestic violence and sexual abuse.
- Basic diagnostic and counseling techniques.
- Computer operations and various programs.
- Local, state, federal and private program resources and agencies.

Skill in:

- Training staff and providing community education.
- Basic Interviewing.
- Calming clients fears.
- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.

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Ability to:

- Supervise, evaluate, train and discipline subordinates.
- Plan, assign and coordinate the activities and duties of subordinates.
- Provide leadership to volunteers, interns and partner agency staff.
- Negotiate and solve problems.
- Identify needs, record data and complete and maintain necessary documentation.
- Work in partnership with various other agencies and/or resources.
- Operate a personal computer, enter and analyze data, and monitor a database.
- Monitor funding sources.
- Handle stressful situations.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY: Graduation from a four-year college or university with major coursework in social work, sociology, psychology or other human services field required. Minimum three years case management experience to include at least one year of experience working with victims of domestic violence required. One year of supervisory experience required. A Masters degree in social work is preferred. Additional education and/or related experience may substitute for the recruiting requirements.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Ability to successfully complete Pierce County background investigation.