

**A SAFE PLACE
LAKE COUNTY CRISIS CENTER
Director of the Family Visitation Center of Lake County**

The Director is responsible for overseeing the day-to-day operations of the center, including supervision of the staff. Director provides direct client services as a facilitator. Works closely with key court personnel regarding the FVC Program. The Director reports to the Chief of Staff and works closely with all programs.

Position is located in Round Lake Beach, IL.

RESPONSIBILITIES:

- Supervise staff, volunteers and interns to ensure quality services to clients and develop the skills necessary to effectively perform their position responsibilities.
- Work closely with FVC Education Coordinator to ensure development and implementation of trainings and symposium to targeted audience per grant requirements.
- Recruit, interview and hire new staff, volunteers and interns.
- Develop and maintain good rapport and networking with the court and other area agencies including attending and serving on community boards, organizations and collaboratives. Prepare and present information in a public speaking capacity regarding the Family Visitation Center.
- Conduct assessments and intake evaluations to determine client needs and appropriateness for services.
- Participate in developing, implementing and maintaining training and orientation for new staff and volunteers.
- Conduct reviews of client records to improve and ensure quality of care and services provided.
- Confirm and negotiate visitation and custody exchange schedules both orally and in writing.
- Monitor visits and custody exchanges between children and non-custodial parents as ordered by the court in domestic violence cases.
- Responsible for oversight of the physical facility – working closely with ASP staff and vendors to ensure building issues/regulations are following

required guidelines and report to appropriate individuals when deficiencies are uncovered.

- Monitor and approve time sheets of staff, interns and volunteers on biweekly basis.
- Analyze and monitor the processing of cases.
- Assess effectiveness of service planning and program components and make recommendations to improve service delivery and reduce barriers affecting client services.
- Maintain performance standards for evaluating programs and grants and work closely with grant providers/TA providers should questions arise.
- Prepare grants reports.
- Ensure client records are documented, maintained and released according to agency and best practice guidelines.
- Refer clients to community resources as appropriate.
- Manage FVC budget including cost of personnel, space equipment, supplies, and services.
- Maintain daily, monthly, and yearly statistics.
- Attend and participate in both Leadership & Staff meetings and other training and meetings consistently.
- Complete performance evaluations for all FVC staff.
- Coordinate use of petty cash, cash received for service fees, as well as snacks. Monitor closely the collection of receipts and payment log every 2 weeks.
- Work as a team player in the organization.
- Perform all other duties as assigned.

QUALIFICATIONS:

- Masters degree in Social Work, Psychology or closely related field preferred. Bachelors in Social Work or closely related field.
- Proven experience of Director Level Program management.
- Director needs to be flexible with schedule to accommodate the evening and weekend requirements.
- Bi-lingual in Spanish extremely helpful.
- Excellent written and oral communication skills to develop positive interpersonal relationships with staff and community networks and to participate in developing grant objectives and agency policies.
- Experience in staff evaluation and program implementation required.
- Ability to organize and effectively utilize time to manage multiple tasks and achieve agency goals and objectives.
- Ability to read, comprehend and explain Federal, State, Local and agency policies, procedures and mandates.
- Ability to maintain complex clerical records and prepare reports of such records.
- Proficient in a windows environment including MS Word, PowerPoint, Excel, Access and Outlook.

Ability to accept, to understand, and to relate sensitively to people of varied socio-economic, racial, cultural, and experiential backgrounds.

A commitment to the philosophy and program of A Safe Place, which includes a commitment to survivor's & children's issues, sharing a belief in helping to create a society free from violence, and in working in a cooperative environment.

CLASSIFICATION:

Full Time Exempt