

## CONFIDENTIAL POSITION SPECIFICATION

**POSITION:** Senior Director of Client Services

**ORGANIZATION:** STAND! For Families Free of Violence

**LOCATION:** Concord, California

**WEBSITE:** [www.standffov.org](http://www.standffov.org)

**ORGANIZATION:** STAND! For Families Free of Violence is committed to promoting safe and strong families. Our approach to eliminating family violence is well rounded and community-wide. In addition to providing a complete spectrum of prevention, intervention, and treatment programs, we also enlist the efforts of local residents, partners, and institutions, all of who are striving to end domestic violence and child abuse.

Domestic violence and child abuse often co-occur in families. As the only comprehensive family violence agency in Contra Costa County, STAND! assists more than 10,000 clients annually by providing comprehensive services to end the cycle of violence. In an effort to reach individuals impacted by family violence as soon as possible, STAND! delivers children's therapy, childcare, and children's educational programs to abused children and those affected by domestic violence.

STAND! provides a broad range of intervention services to adults including counseling, legal services, support groups and residential programs.

Recognizing that in order to end family violence, services need to be provided to all members of the family, STAND! also serves those who have been abusive toward others.

STAND! trains legal and law enforcement personnel, human services professionals, educators and health care providers on the issue of family violence.

Drawing from the best practices in the field, we address critical community needs by focusing on results and accountability. Through planning and adherence to sound fiscal management principles, we do our best to prevent funding fluctuations from affecting the programs and services we provide to our fragile families. STAND! is a well-respected and key component of Contra Costa County's safety net.

STAND! is guided by our values of:

- **Integrity** - We live our mission with one consistent voice through clarity, transparency, honesty, and trust.
- **Passion** - We care deeply about what we do because we believe this work is transformative.
- **Compassion** - We serve our clients with dignity and respect.
- **Safety** - We prioritize the physical and emotional safety of all.
- **Accountability** - We believe that accepting responsibility for one's actions is critical.
- **Innovation** - We adopt promising practices and develop leading edge practices to address the complex issues of child abuse and intimate partner violence.
- **Collaboration** - We depend on one another and the community to achieve our mission.

### **History**

In the late 1970s, STAND! Against Domestic Violence and the Family Stress Center were independently founded, with similar commitments to the people of Contra Costa County. Initially, Battered Women's Alternatives started with a single phone line in a utility closet, and a core group of volunteers dedicated to helping victims of domestic violence. The Family Stress Center was launched to serve victims of child abuse and neglect. Over the years, each agency grew and evolved, building services to help stop domestic violence and child abuse.

By 1985, STAND! was well on its way to leading the domestic violence service community in the Bay Area, with over 30 staff members implementing intervention, prevention, and treatment programs. Around the same time, The Family Stress Center was expanding the scope of its services to include programs such as parenting education, the Latino Family Program, and Proud Fathers. Both agencies sought to approach the problem of family violence as effectively and comprehensively as possible.

These two historic non-profits became one unified agency on July 1st, 2010. We are now providing services to help minimize the devastating impact of domestic violence and child abuse on Contra Costa County families.

STAND! For Families Free of Violence is the sole provider of comprehensive domestic violence and child abuse services in the county, offering prevention, intervention, and treatment programs. We are leading the community in building safe and strong families through early detection, enhanced support services, community prevention and education, and empowerment to help individuals rebuild their lives.

**REPORTING  
RELATIONSHIP:**

The Senior Director of Client Services will report to Chief Executive Officer Gloria Sandoval.

**POSITION  
SUMMARY:**

The Senior Director of Client Services is a key member of the senior management team, responsible for all the programmatic activities of this thriving 90+ employee organization.

The Senior Director has primary responsibility for the operational success of STAND!'s Intervention and Treatment Programs, ensuring seamless team management and development, client-centered and trauma informed program-services delivery, quality control and outcome-based evaluation.

The Senior Director will manage a staff of 50+, with four direct reports, which include the Director of Intervention, and Clinical Services, the Program Data Coordinator and the Volunteer Trainer/Coordinator.

The Senior Director meets regularly with the Chief Executive Officer, the Management Team and the Board of Directors. The Director also participates in strategic planning and organization development.

**SCOPE AND  
RESPONSIBILITIES:**

Key responsibilities for the Senior Director of Client Services include:

**Leadership, Program Management & Administration**

- Develop and implement strategies that will maximize the synergies and integration among program areas.
- Assist CEO in long range program development planning and implementation, including development of goals, objectives, methods, outcomes and evaluation techniques of the organization's services.
- Design and monitor management and quality assurance systems for all programs under supervision.
- Oversee program data collection systems and production of direct service grant reports, as well as research and writing reports as needed.
- Leverage best practices, emerging issues and other related and pertinent information from the family violence field/movement for use within the organization and throughout the community.
- Oversee the successful implementation of program grants and meeting of contractual obligations.
- Represent and translate STAND!'s core values into all curriculum development and training.
- Oversee the development and provision of specialized training

of CEU and Family Violence Training Programs for social workers, nurses, psychologists and other professionals.

- Participate in development and implementation, monitoring and modification of STAND!' strategic plan.

### **Fiscal Management**

- Develop and monitor budget and ensure program compliance with budget.

### **Talent Management**

- Recruit, hire, supervise and evaluate the Program Director of Intervention & Residential Services, and the Program Director of Clinical Services, the Volunteer Coordinator/Trainer, and the Program Data Administrator. Oversee training and orientation of all Intervention & Residential Services and Treatment program staff members. Lead, coach, develop and retain mid-management team.
- Implement overall staff enrichment program, including staff and volunteer development and recognition, team building and skill development training. Provide oversight to the evaluation of all staff on an annual basis.

### **Fund Development and Public Relations**

- Increase STAND!'s visibility and leadership via collaborations and organizational networking. Provide strategic leadership to build alliances with key stakeholders.
- Serve as the senior direct service liaison with the community, problem-solve service gaps, initiate solutions with community partners, investigate and resolve service user's complaints
- Assist the CEO with implementation of fund development activities. Work with Program Directors and Development & Marketing Department staff on the development of grant proposals and the cultivation of donors.

### **QUALIFICATIONS:**

- A minimum of 10 years of demonstrated progressive experience managing the programs of a social services agency. Minimum of five years in a senior team management role.
- Demonstrated success developing and evaluating program models, and selecting and successfully operationalizing innovative programs.
- Proficient in using technology as a management reporting tool and experience working with information technology staff to develop and implement program evaluation systems.
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth.

- Experience working with a high-performance collaborative, constructive peer group.
- Strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility, span-of-control and performance.
- A track record as an exceptional communicator, in writing as well as verbally.
- Adept at creating and working with budgets.
- Leadership skills; proven results in collaboration and participation with internal and outside stakeholders.
- Ability to work well in a collegial environment.
- Excellent interpersonal and communications skills with both internal and external constituencies. Proven experience in telling the story of an organization and its effectiveness.
- Ability to maintain appropriate boundaries with clients in all circumstances.
- Commitment to maintain shelter-site confidentiality.
- Previous experience working with diverse communities is a plus.

**PERSONAL  
CHARACTERISTICS:**

The Senior Director of Client Services should embody the following personal characteristics:

- A mission-driven individual with a belief in and commitment to the philosophy of STAND!
- A good listener and strategist. Comfortable receiving input from many sources and able to analyze and formulate disparate information to a sound, well-organized plan.
- Intrepid yet tactful. Determined yet respectful of others' concerns. Creative about finding alternate ways to reach funding objectives when barriers arise. A skilled negotiator who is open to other viewpoints.
- An effective communicator that is able to build enthusiasm for STAND!, its programs and its advocacy against domestic violence and child abuse.
- A hard worker with a high energy level. A 'doer' with a willingness to work hands-on in developing and executing a variety of programmatic activities. Someone that is committed to a collaborative work environment.
- A well-organized and focused leader that is capable of and interested in increasing the effectiveness of STAND!'s programmatic team, the senior management team and the Board of Directors.
- Emotionally mature with a very good sense of humor and the flexibility and sensitivity to work with diverse personalities and

situations.

- Ability to work well under pressure and adapt easily to changing situations and priorities. Good judgment and consensus building skills.
- Willingness to accept additional responsibilities as requested by the CEO or Board.
- Attention to detail.
- Self-confidence.
- Able to deal with ambiguity.
- A passionate activist.
- Open to new possibilities.
- Inspiring, creative, visionary, and compassionate.
- Positive daily work attitude on a consistent basis.
- High ethical standards.
- Demonstrates commitment to diversity.

**EDUCATION:**

Bachelor's Degree in Social Services or related field. A Master's Degree in Social Work or related field or in Non-Profit Management is a plus.

**COMPENSATION:**

An attractive compensation package will be offered based upon background and experience.

**CONTACT:**

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STAND! is an equal opportunity employer and seeks diversity with respect to race, national origin, religion, culture, gender, age, sexual orientation, marital status, veteran status and physical abilities. All inquiries are held in strict confidence.