

**Job Title:** Support Services Director  
**Department:** Domestic & Sexual Violence Services  
**Reports To:** Chief Program Officer  
**FLSA Status:** Exempt  
**Essential Status:** Essential  
**Pay Grade:** \$75K-\$85K

## Position Summary

The Support Services Director is a member of the YWCA Leadership Team and provides strategic leadership, operational oversight, and administrative management for all Intimate Partner Violence Support Services, including counseling, legal advocacy, community case management, and bilingual support services.

The Director ensures the delivery of high-quality, trauma-informed, survivor-centered, culturally responsive services that reflect best practices in domestic and sexual violence intervention and align with YWCA's commitment to racial and gender equity. This position is responsible for program development, clinical and programmatic oversight, staff leadership, grant management, fiscal stewardship, quality assurance, data-informed decision-making, and community engagement.

The Director collaborates with community partners, government agencies, funders, and regional coalitions to strengthen service delivery systems, improve survivor outcomes, expand access to support services, and advance YWCA's mission of eliminating racism and empowering women.

## Essential Functions

### Leadership and Program Administration

- Provide strategic leadership and oversight for all Support Services programs, ensuring alignment with organizational priorities, evidence-based practices, and funding requirements.
- Develop, implement, and evaluate departmental goals, strategic initiatives, and annual work plans.
- Foster a culture of trauma-informed care, accountability, innovation, continuous learning, and excellence in service delivery.
- Monitor emerging trends, community needs, and best practices in domestic violence, sexual violence, behavioral health, and victim advocacy to inform program development.
- Utilize program data, outcome measures, and stakeholder feedback to evaluate effectiveness and guide continuous improvement efforts.

### Clinical and Program Oversight

- Ensure counseling, advocacy, and case management services are delivered in accordance with professional ethical standards, licensing requirements, and agency policies.
- Support quality assurance activities related to clinical documentation, service delivery, program outcomes, and compliance.
- Coordinate insurance billing, credentialing, and reimbursement processes for counseling services in partnership with Finance and administrative staff.

- Promote interdisciplinary collaboration among counselors, advocates, case managers, and other service providers to ensure comprehensive survivor support.

## **Staff Leadership and Development**

- Provide direct supervision and leadership to Clinical Team members, Community Case Managers, Bilingual Services Specialists, Legal Advocates, interns, and other assigned personnel.
- Recruit, hire, train, mentor, evaluate, and support staff to ensure professional growth and high-quality service delivery.
- Facilitate department meetings, case consultation, and professional development activities.
- Coordinate volunteer and intern engagement in collaboration with the Volunteer Coordinator.

## **Fiscal and Grant Management**

- Oversee departmental budgets, including grant expenditures, insurance reimbursement revenue, operational expenses, and victim financial assistance resources.
- Ensure compliance with grant requirements and achievement of program deliverables and outcomes.
- Collaborate on grant applications, renewals, and reporting activities.
- Maintain strong internal controls and accountability systems to ensure responsible stewardship of financial resources.

## **Compliance, Data, and Quality Assurance**

- Ensure compliance with all applicable federal, state, local, accreditation, and funder requirements.
- Oversee collection, analysis, and reporting of service utilization, demographic, financial, and outcome data.
- Implement quality assurance and program evaluation processes to assess effectiveness and strengthen service delivery.
- Maintain accurate records and reporting systems that support organizational accountability and funding requirements.

## **Community Engagement and Organizational Leadership**

- Represent YWCA in community partnerships, coalitions, task forces, and regional initiatives.
- Cultivate relationships with community partners, referral networks, funders, and government agencies.
- Serve as an active member of the Leadership Team and contribute to organizational planning, policy development, and strategic decision-making.
- Identify opportunities for program growth, innovation, sustainability, and systems-level advocacy.

## **On-Call Responsibilities**

- Participate in a rotating leadership on-call schedule to provide consultation and support to 24/7 program staff as needed.

# Qualifications

## Education and Licensure

- Master's degree in Counseling, Social Work, Psychology, Marriage and Family Therapy, or a related behavioral health field preferred.
- Current, unrestricted Virginia licensure as an LPC, LCSW, LMFT, Licensed Clinical Psychologist, or equivalent independent clinical license required.
- Clinical supervision credential or eligibility to provide clinical supervision required.

## Experience

- Minimum of five (5) years of progressively responsible leadership experience managing behavioral health, victim services, social services, or related human services programs.
- Minimum of three (3) years of direct clinical practice, advocacy, or case management experience serving vulnerable or marginalized populations.
- Experience supervising licensed clinicians and multidisciplinary teams preferred.
- Experience managing grants, budgets, program evaluation, and organizational outcomes required.
- Experience working with survivors of domestic violence, sexual violence, stalking, or human trafficking strongly preferred.
- Completion of Virginia state-mandated domestic and sexual violence training, or ability to complete training within an established timeframe.

## Knowledge, Skills, and Abilities

- Demonstrated commitment to trauma-informed, survivor-centered, culturally responsive, and equity-focused practices.
- Strong leadership, strategic planning, organizational development, and change management skills.
- Knowledge of behavioral health regulations, ethical standards, and evidence-based treatment approaches.
- Proven ability to build collaborative relationships with community partners, public agencies, and funders.
- Experience managing multiple programs, competing priorities, and diverse funding streams.
- Strong understanding of grant management, budget oversight, insurance billing, and fiscal accountability.
- Knowledge of program evaluation methodologies, data analysis, and outcome measurement.
- Excellent written, verbal, interpersonal, and presentation skills.
- Ability to effectively manage crises, complex situations, and organizational challenges with professionalism and sound judgment.
- Successful completion of criminal background and Child Protective Services background.

**Staff demonstrates their understanding of the critical role volunteers play in helping YWCA achieve our mission by providing volunteers the resources and training needed to be successful, offering meaningful experiences, treating them with respect, and clearly communicating needs and impact of their contribution to the work of the organization.**

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the department.*