



Job Description

Job Title: Director of Client Services—S.D.

Department: Client Services

Immediate Supervisor: Executive Director

Job Summary/General Duties: Responsible for the management of all client services provided to the Community. Plans, organizes and manages an in-house rehabilitation independent living skills program for vision impaired adults.

Principle Duties and Responsibilities:

1. Plan, organize and manage all client services (i.e. volunteer program, counseling department and rehabilitation program.)
2. Ensure professional and ethical practices are maintained.
3. Represent the agency in the community, providing information on programs and vision impairments (i.e. speeches and committee participation).
4. Establish and manage systems to ensure all client services are provided at a high degree of quality and efficiency.
5. Assign, supervise and evaluate client services staff.
6. Manage and monitor compilation of all statistical information related to client services.
7. Represent the Client Services staff to the Executive Director and on Board of Directors committees (i.e. the Long Range Planning and Client Services committees).
8. Report on a monthly basis to the Board of Directors with statistical data and other pertinent information regarding service programs.
9. Maintain communication between San Diego and North County programs.
10. Maintain good working relations with the Department of Rehabilitation.

11. Work with and assist the Director of Development in formulating and implementing marketing concepts and strategies to increase client census and public education, and the funding for such activities.

12. Participate in budget planning for client services and control major program expenditures in keeping with budget guidelines as dictated by the Executive Director/Treasurer/Board of Directors.

13. Participate as a member of the Management Team and assist with the overall management of the agency.

14. Provide for acquiring new knowledge in professional fields and opportunities for staff enrichment/education.

Additional Responsibilities:

1. Expand skills and knowledge through in-services offered at the Center and in the community.
2. Attend all required staff meetings and committee assignments.
3. Provide assistance for special events as needed.
4. Know all emergency procedures and adhere to the Illness and Injury Prevention Program.
5. This job description in no way states or implies that these are the only duties to be performed by this employee. He or she may be asked to work over-or under time and will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.

Qualifications:

1. Masters Degree in Social Services, Business Administration, Education of the Vision Impaired or related field or minimum of five years experience in the administration of services to the visually impaired.
2. Organizational and administrative experience/knowledge.
3. Ability to supervise both paid and volunteer staff.
4. Communication and public relations skills
5. Ability to communicate effectively on an individual and group basis with vision impaired people.

Send letter of interest and resume to info@sdcdb.org Subject: DOCS-SD
09.15.17