



Director of Adult Services Job Description

Organization Description:

Anchor Point/ SANE, Inc. provides victim forensic medical examinations, evidence collection, forensic interviews, advocacy, court testimony and education related to the sexual and physical assault of children and adults. We work collaboratively to ensure care of survivors and their families and work within our communities to raise awareness through prevention trainings and education related to sexual and physical violence.

Position Title: Director of Adult Services

Reports To: Executive Director

Position Type/ Salary/Benefits:

- Full-time, Exempt with salary range: \$50,000 -\$60,000 annually
- Full health and dental insurance benefits.

Overview of Position:

The Director of Adult Services oversees 24/7 crisis response coverage as well as coordination and management of advocacy, follow up services, and counseling services for the Adult Services Program. The Director of Adult Services helps ensure the quality of care received through direct and indirect patient care, professional and public education, consultation, development of standards and protocols, interdisciplinary collaboration related to Adult Services. The Director of Adult Services helps provide supervision to all Adult Services staff including advocates, and interns. The Director of Adult Services will be expected to provide administrative and direct services and will be expected to respond via phone during some nights/weekends to provide guidance to Anchor Point/SANE, Inc. staff who are operating the 24-hour crisis response hotline and may be required to respond in person on nights/weekends for emergent crises as needed. The Director of Adult Services is expected to represent Anchor Point/ SANE Inc. in interagency meetings and community awareness events and training. The Director of Adult Services is an essential member of the Anchor Point/ SANE Inc. leadership team and must work closely with other program Directors and the Executive Director.

Applicants must hold a minimum Bachelor's Degree in Social Work, Public Administration, Public Health or some other related field and/or have equivalent work experience.



Duties and Responsibilities of Position:

Administrative Tasks:

- Help in all hiring and managing of staff records for the Adult Services Program
 - Helps ensure SANE Inc. is in compliance with all regulatory standards and requirements as established by the Criminal Justice Coordinating Council (CJCC) and assists in implementation of policies and procedures to ensure compliance.
 - Helps ensure that documentation pertaining to direct services for clients are updated and available to agencies conducting site visits for accreditation.
 - Assist in onboarding and training new Adult Services staff, advocates, interns, and volunteers as needed.
- Participates in strategy and sustainability planning, goal setting, program development and evaluation for the Adult Services program.
- Catalyzes and facilitates change to enhance professionalism, efficiency, competency and cost containment within the Child Services Program
- Help to facilitate Adult Services to clients by providing on-going supervision, guidance, and training to daytime Adult Services Program staff in relation to client services.
 - Ensures clients are appropriately cared for by providing or assisting other staff in providing direct services and/or appropriate referrals
 - Help maintain monthly schedule and response for day-time accompaniment of clients Monday-Friday, 7am-7pm
 - Review all adult client service requests (via hotline, business line, email, walk-in, agency request) and assign appropriate staff member for response
 - Regularly update policies and procedures for Adult Services Program for daytime staff
 - Provide annual training refreshers to staff on policy updates and changes
 - Provide individual supervision to Adult Services staff and interns
 - Help provide mid-year and end of the year evaluations to all Adult Services Staff
 - Coordinate and facilitate bi-weekly Adult Services meetings to discuss on going cases, policies/protocols, group needs, and outreach plans
- Provide on-going supervision and guidance of Night/Weekend Adult Services Program staff in relation to client services.
 - Help maintain monthly schedule and response of Adult Services Program staff for nights, weekends, and holidays to ensure 24/7 coverage



- Regularly update policies and procedures for Adult Services Program for night time staff
 - Provide individual supervision to staff and interns
 - Provide annual training refreshers to staff on policy updates and changes
 - Help provide mid-year and end of the year evaluations to all Adult Services Staff
 - Coordinate and facilitate debriefing meetings as needed to debrief on cases seen at nights/weekend/or holidays to identify patient needs, follow up care plans, or to discuss night time policies/protocols
- Train all Anchor Point/ SANE Inc. staff on Adult Services Protocols and responsibilities
 - Provide on-going updates to all staff regarding protocols and responsibilities
 - Distribute calendars to Adult Program Staff and help ensure 24/7 coverage
 - Regularly update, maintain, and ensure access to Adult Services Resource folders and staff information for staff to provide for immediate patient needs and aftercare patient needs
- Manage Adult Services Database and Documentation System
 - Includes Caseworthy database, excel forms, physical folders, and shed filing system
 - Train and oversee users for system
 - Review and supervise documentation of all SANE Inc. Staff members to ensure timeliness and accuracy of records
 - Run statistical reports for grant/outreach purposes
 - Compile statistical data and provide reports to the Executive Director and Director of Grants and Finance for quarterly VOCA VSSR Report
 - Help custodian the records for all Anchor Point/ ANE Inc. adult clients
- Manage adult counseling referral process
 - Document and track all counseling referrals for Adult services
 - Act as liaison for referrals to community counseling agency partners
- Consult Executive Director and Adult Services Team as needed for feedback, needs, and changes
 - Participate and attend Anchor Point/ SANE Inc. Leadership meetings
 - Collaborate and represent Anchor Point/ ANE Inc. at state and national Sexual Assault Center meetings and events
- Sexual Assault Response Team (SART) & Community Outreach
 - Schedule, facilitate, coordinate, and participate in Sexual Assault Response Teams (SARTs) as needed
 - Participate in on-going collaboration with partner agencies to ensure survivor needs are met and maintained as needed
 - Participate/network in community partnerships via Judicial SARTs and



Task Forces where appropriate

- Help develop and provide training/presentations for outreach prevention related to Adult Services Program in 10 county service area as needed
- Conduct professional training and assist with community awareness/education efforts on the prevention of sexual violence, domestic violence, and child abuse and neglect as needed.

Direct Service Tasks:

- Engage in crisis accompaniment with primary survivors and secondary survivors, specifically involving forensic medical exams, hospitals, law enforcement, court, jail, walk-ins, etc.
 - Coordinate scheduling and provide in-person crisis response, support, and validation for clients receiving Forensic Medical Exams and/or other medical services
 - Coordinate scheduling and provide in-person crisis response, support, and validation for clients reporting to law enforcement and/or participating in criminal justice process
- Schedule and conduct in-person and/or phone intakes when appropriate to discuss SANE Inc. services, complete paperwork, and collect client information
 - Discuss and coordinate access to counseling services and support groups when interest expressed as well as connect to agencies/resources
 - The Adult Services Program Manager acts as a 24/7 on call resource to help responding staff meet client needs and to staff time sensitive cases.
 - The Adult Services Program Manager is responsible when available to help fill holes on the call calendar or fill in when scheduling conflict arises.
- Assist as co-facilitator for support group when able and needed for adult clients
- Engage in staffing of cases with other partner agencies belonging to the SARTs and document as needed
- Regularly fulfill timely documentation of services to clients (within 24 hour of provision) including notes, folders, database, and stats
- Participate in day-time on-call crisis accompaniments no more than 1-2 days/week on average
- This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

Professional and Educational Development Tasks:

- Receive supervision regarding on-going professional development
- Create and maintain a professional development plan
- Engage in continuing education opportunities via conferences, webinars, and local trainings

**Communication and Facility Maintenance Requirements:**

- Participate in weekly staff meetings as directed
- Assist with SANE Inc. Staff and Volunteer Training and Intern Training periodically
- Fulfill general office and records maintenance
- Assist with cleaning duties and sanitation of office and exam spaces
- Assist with any other tasks/duties that may be required as assigned
- Daily communication with employees, patients, family members, visitors, medical staff, volunteers, students as well as the general public.
- Frequent contact with personnel of community agencies, hospitals, local law enforcement including; local police department, sheriff's office, prosecutor's office, child protective services, adult protective services and any other agencies that are victim oriented.

Supervisory Responsibilities:

This position does have supervisory responsibilities over the following positions:

- Program Advocates
- Program Interns
- Groups Coordinator for Adult Groups

Required Skills / Qualifications:

- A minimum of Bachelor's level of education in a related field to social work, public administration, and/or equivalent work experience (Masters level of education is preferred).
- Understanding of sexual assault, child abuse/neglect, and domestic violence dynamics and the the immediate and long term effects of trauma.
- Knowledge of modern office procedures and methods, including telephone communications, office systems, and record keeping.
- Knowledge in Microsoft Word, Excel, PowerPoint, Adobe, Zoom, and basic computer skills as well as ability to track and enter data into spreadsheets or designated applications
- Ability to establish priorities, problem solve, work independently, and proceed with objectives without supervision.
- Strong organizational & time management skills required
- Ability to handle and resolve recurring problems while exercising judgment, tact, and diplomacy.
- Strong verbal communication skills and the ability to communicate with persons of different educational levels.
- Must display professionalism and leadership qualities when dealing with other organizations, volunteers, board members, and staff.
- Program management and staff supervision experience.
- Understanding and ability to uphold confidentiality of all clients



- Reliable cell phone and internet access and reliable personal motor vehicle transportation
- Must be able to physically respond in person to the Anchor Point/ SANE Inc. service area (Clarke, Oconee, Walton, Morgan, Barrow, Newton, Jasper, Jackson, Greene, or Putnam counties) or designated Family Protection Center for that area.

Desired Skills/Qualifications:

- Minimum of 2 years of experience working with social services
- Leadership/supervision experience
- Experience in direct service in working with trauma survivors, specifically with sexual assault is recommended.
- Experience in crisis counseling and/or 24/7 hotline management
- Experience in public speaking, interagency written communications, and meeting facilitation
- Experience using Case Management Databases
- Connection to the community that is being served
- Policy and protocol development background
- Bilingual in Spanish and/or another language
- Training specific to program development, advocacy, or nonprofit management

Physical Work Requirements:

While performing the duties of this position, the employee will regularly be required to communicate with patients, staff, and agency partners in person, over the phone, or in writing. Employees may be required to bend, stoop and/or kneel. Employees are required to stand, walk, and drive or ride in a motor vehicle. Employees must occasionally lift and/or move items up to 20 lbs. Employees must have the ability to independently travel in a motor vehicle to locations in our 10 county service area as needed. Employees must be able to provide after hours support and/or weekend assistance as needed. Employees must be comfortable with public communication, such as public speaking and interagency communications. Occasional work outdoors may be required.

Work Environments:

This job primarily operates in office and exam room settings. This job routinely uses standard office equipment such as computers, phones, photocopiers/FAX machines, & filing cabinets. Work environments may also include Hospitals, Jails/Prisons, Interview Rooms, Courtrooms, Other Law Enforcement/Sheriff Office Facilities, other community agency buildings, and virtual video meetings. A personal vehicle is



necessary to transport employees between locations needed for work. Personal cell phones are necessary for communication with staff, clients, and partner agencies. Virtual work may be done when needed if appropriate and approved by the Executive Director. Occasional work outdoors may be required.

If interested please email a resume, cover letter, and contact information for two to three professional references to mdickens@saneinc.org