Position Announcement

Adams County Direct Services Supervisor

Job Title: Adams County Direct Services Supervisor
Division: PCAR
Department: Grants & Contracts
Reports To: Adams County Center Director
FLSA Status: Full-time, Non-Exempt
Work Hours: Regular work hours
Travel Expectations: Limited travel required
Salary Range: $48,500-$53,000

Position Summary

The Direct Services Supervisor (DSS) is responsible for the oversight of the provision of direct services to victims of sexual abuse, assault, and harassment in Adams County. The DSS will provide training, supervision, and consultation to the Counselor/Outreach Advocates and other staff who provide direct services. The DSS will recruit, train, and coordinate volunteers. The DSS will coordinate and supervise student internships. The DSS will fulfill the direct service, supervisory, and administrative responsibilities for Direct Services Supervisors set forth by the PCAR Standards for sexual assault centers. The DSS will have a strong understanding of sexual assault and the many issues faced by survivors, as well as experience working with survivors of sexual abuse, assault, and harassment. The DSS will provide in-person and tele-counseling direct services to victims and their significant others, and conduct community outreach activities throughout Adams County.

Essential Duties and Responsibilities

Other duties in addition to the ones listed below may be assigned.

• Assist with the development, implementation, supervision, and assessment of the provision of direct services. Coordinate the day-to-day operations of counseling and advocacy services in Adams County.

• Maintain client records with appropriate, current case notes. Supervise and coordinate the timely review of all client files are required by the PCAR Standards.

• Supervise client record maintenance including updating, closing, and destroying client files.
• Assist with hiring process as appropriate. Plan and implement training for new staff.
• Recruit, train, and coordinate volunteer activities. Maintain volunteer records as required.
• Coordinate and supervise student internships.
• Schedule and lead routine case management meetings with staff.
• Assist Center Director with statistical data and reporting requirements for grants and other funding.
• Maintain client confidentiality.
• Provide client-centered and trauma-informed services to survivors of sexual abuse, harassment, and assault in Adams County, and their significant others, including but not limited to: individual counseling, group counseling, hotline/crisis counseling, medical advocacy and accompaniment, legal advocacy and accompaniment, assistance with protection order filing, and information and referral. Services are provided in-person and via telehealth.
• Provide after-hours hotline coverage and in-person advocacy/accompaniment to hospitals and police departments as necessary.
• Serve as the agency liaison on committees, task forces, and other multi-disciplinary groups. Attend meetings as appropriate.
• Contribute to a positive work environment.
• Acquire and maintain a working knowledge of the technology necessary to meet the job responsibilities.
• Have a working knowledge of the organization’s language access plan, and utilize interpretation and translation services as appropriate.

Supervisory Responsibilities

his position provides supervision for Counselor/Outreach Advocates, volunteers, and student interns engaged in direct service provision.

Travel Requirements

This position requires in-state travel.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Master’s degree in social work, counseling, or related field preferred. Minimum of two years of supervisory experience and relevant professional experience in victim services, counseling, or human services.
**Language Skills**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability**

Ability to apply common sense understanding and to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Requirements**

- Availability to work evening and weekend hours as required to fulfill on-call responsibilities.
- Ability to effectively manage multiple priorities and meet strict deadlines. Ability to identify and respond to shifting priorities. Ability to find answers to questions.
- Ability to prioritize and implement a work plan.
- Demonstrated supervisory and team building experience.
- Must be a self-starter that can work within a team and fast-paced environment and handle a variety of tasks with multiple deadlines. Must be very detail-oriented and work with minimal supervision.
- Excellent oral and written communication skills. Must possess excellent organizational, analytical, problem solving, and negotiation skills. Excellent customer service skills. Strong interpersonal skills, experience with active listening, and group facilitation skills.
- Demonstrated sensitivity and ability to collaboratively work with individuals and groups from diverse populations and organizations. Respect for economic and cultural diversity. Ability to maintain cooperative and professional demeanor with professionals from other disciplines. Must be able to foster positive working relationships with people and creating an accessible environment.
- Must have proficiency with the technology necessary for the functions of the position.
- Accept and abide by the mission and core values of PCAR.
- Must be willing to complete a Pennsylvania sexual assault counselor training within first six weeks of employment, if not already completed in the past two years. Act 31 (mandated reporter training) also required. Six hours of annual professional development also required.
• Availability to travel throughout Adams County. Must possess a valid Pennsylvania driver’s license, insurance, and reliable vehicle.
• Successful completion of Act 34 (criminal background), Act 33 (child abuse history), and FBI clearances.

Certificates, Licenses, Registrations

Not applicable.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, sit, and talk and hear. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Other Duties As Required

The statements contained herein describe the scope of the responsibility and essential functions of this position but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including but not limited to work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

This job description is a summary and is not meant to cover every aspect and detail of the position. PCAR may add, delete, change, or modify any part of this position within the parameters of VOCA funding at any time. PCAR will make reasonable accommodation for known physical or mental limitations of a qualified employee/applicant with a disability providing the accommodation does not impose an undue hardship or significant risk of substantial harm to the individual, others, PCAR’s operations, or upon the quality of service.

To Apply

PCAR offers a competitive salary and benefits package. Qualified candidates are encouraged to apply online at www.pcar.org by September 15, 2023.
**Who We Are**

Founded in 1975, Respect Together unites all elements of our work under one name with a continued commitment to our long-standing mission of preventing and ending sexual abuse, assault, and harassment. Respect Together’s main divisions are the National Sexual Violence Resource Center (NSVRC) and The Pennsylvania Coalition to Advance Respect (PCAR). Collectively, we are working together to create a culture in the United States – and beyond – that values and upholds all people being treated with respect and free from all forms of sexual violence and oppression.

**PCAR:**

- Partners with a network of rape crisis programs to bring help, hope, and healing around issues of sexual violence to the Commonwealth of Pennsylvania.
- Assures that communities have access to quality victim services and prevention education by providing funding, training, materials, and assistance to a network of rape crisis centers that serve all of Pennsylvania’s 67 counties.
- Provides resources and training on sexual assault-related issues to professionals across PA.
- Promotes public policies that provide protections and services to victims of sexual violence, hold offenders accountable, enhances community safety, and works with media to increase public awareness, access to accurate information, and ethical reporting practices.

**NSVRC:**

- Identifies, develops, and disseminates resources regarding all aspects of sexual violence prevention and intervention.
- NSVRC is the leading nonprofit in providing information and tools to prevent and respond to sexual violence.
- Translates research and trends into best practices that help individuals, communities and service providers achieve real and lasting change.
- Works with the media to promote informed reporting.

Respect Together understands sexual violence as a social justice issue and works to prevent and respond to sexual harassment, abuse, and assault within this framework. We are committed to nurturing a workplace that is affirming, inclusive, and respectful of all people and the ways in which they identify across race, class, ability, gender, sexual orientation, age, and other characteristics.

**Equal Employment Opportunity Commission**

The Pennsylvania Coalition to Advance Respect and the National Sexual Violence Resource Center provide equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics.