



Job Title: Director of HIV Client Services
Classification: Full Time/ Exempt
Reports to: Chief Operating Officer

Summary: Director of HIV Client Services develops, organizes, directs, and reviews all facets of the HIV/AIDS service programs.

Responsibilities:

- Provide monitoring and supervision of HIV program staff to ensure best practices and compliance with local, state, and federal requirements. Maintains policies and procedures based on federal and State guidelines.
- Oversee four current funding streams to meet contractual requirements.
- Maintain professional certifications and pursue continuing education opportunities for program staff.
- Maintain current departmental policies and procedures to adhere to changes in program contracts and guidelines.
- Insure mandated reports are submitted accurately and on-time.
- Direct and evaluate the scope and quality of HIV case management services.
- Understand, analyze, and project budget costs and manage programs within budgetary limitations.
- Promote interrelationship of services among local public, private and voluntary agencies and organizations.
- Provide written evaluations of staff to the COO, as well as provide disciplinary action and correction plans.
- Participate in monthly board meetings, providing program updates.
- Represent the agency in local coalitions, state and federal meetings.
- Assist in development through program sustainability activities.
- Establish and maintain effective working relationships with program funding sources, inter agency programs and community representatives and staff.

Additional Expectations:

- Strong supervisory experience.
- Extensive program management skills, with a preference in grant management.
- Communicate effectively in writing, including the preparation of administrative, technical and statistical reports.
- Work under pressure and deadlines.
- Experience in customer service assuring proper handling of client issues and complaints.
- Ability to adapt quickly to change.
- Demonstrate a non-judgmental attitude towards clients and staff from various backgrounds and demographics.

Qualifications/Experience:

- Minimum of a BA in counseling, social work, psychology, or related field. Master's preferred.
- Experience in management of social service operations

Time/Physical Requirements

- Monday-Friday, 8:30am-5:30pm/40 hours per week.
- Some evening and weekend activities may be required
- Able to lift 25lbs and perform normal duties associated in a clinic and office setting