

Job Title	Senior Manager of Client Services
Employer/ Agency	Daya Inc.
Job Description	<p>The Senior Manager of Client Services will lead the client services team in providing professional counseling and comprehensive case management to survivors of domestic violence and sexual assault. This position will manage counseling, helpline, and advocacy services, ensuring that all services are timely, trauma-informed, culturally responsive, and client-centered. The Senior Manager of Client Services will train and onboard new client services staff and provide ongoing training to existing staff as needed. They will ensure equitable client caseloads and advise on new client program initiatives with regards to necessary resources. They will assign clients, lead meetings, present case studies and emerging trends with stakeholders, and monitor partnerships with collaborating organizations. The Senior Manager of Client Services will also review and approve financial assistance to clients, ensuring proper eligibility, documentation, and projection of funds. As a licensed practitioner, the Senior Manager of Client Services will also provide mental health counseling to clients. The Senior Manager of Client Services periodically performs outreach and administrative duties to support the overall mission including reporting, projections, strategic planning, and speaking engagements. They will foster a positive work environment between all staff members and leadership to achieve Daya’s mission.</p> <p>CLIENT SERVICES TEAM LEADERSHIP:</p> <ul style="list-style-type: none"> • Provide guidance and supervision to the Counselor(s), Helpline Advocate, and Advocacy Manager to ensure that ethical, evidence-based, and trauma-informed best practices are followed and high-quality services are delivered. • Ensure full coverage of the helpline from 9am to 5pm. • Ensure adherence to established procedures for client financial assistance requests; provide full financial oversight of the client services budget, including review and approval of expenditures; and track and projects expenditures, in coordination with the Advocacy Manager. • Ensure proper processes are followed with regard to confidentiality and record keeping. • Train, onboard, and supervise CS staff. • Lead CS meetings and present data at Board meetings when needed. • Promote a supportive environment including promoting self-care to avoid burnout. • Address supervisee and client grievances, following Daya's HR policies. • Evaluate performance of the Client Services team, providing feedback and opportunities for growth. <p>DIRECT CLIENT SERVICES:</p> <ul style="list-style-type: none"> • Provide case management, crisis management and counseling to survivors of family violence and/or sexual assault. • Answer helpline calls, complete intakes, and assess needs for appropriate intervention and referrals. • Assess lethality, provide crisis management, and conduct safety planning. • Assist clients in meeting needs related to housing, mental health,

	<ul style="list-style-type: none"> employment, legal advocacy, public assistance, and other unmet needs. Provide appropriate referrals and complete timely follow-up to ensure complete case management. Coordinate workshops and support groups for clients. <p>REPORTING & ADMINISTRATION:</p> <ul style="list-style-type: none"> Track client metrics, maintain appropriate client records and files. Work with the leadership staff to complete reports as needed for grants and Board meetings. Maintain and update advocate resource guide with the other CS team members. Participate in training and professional development to ensure trauma-informed, client-centered care. Promote atmosphere of teamwork and collaboration to accomplish all Daya initiatives Attend and contribute to staff meetings and other internal meetings Build and maintain professional relationships with other organizations. Serve as speaker/trainer for Daya by participating in community education programs as needed.
Qualifications	<p>QUALIFICATIONS:</p> <ul style="list-style-type: none"> Minimum 3 years of experience providing counseling required. Minimum 2 years experience in leadership/management required. 2 years of experience providing case management preferred. Licensure in Counseling or Social Work with a master's degree in a social sciences field required. Bilingual in English and a major South Asian language required. Team player with ability to lead. Commitment to Daya's mission, vision, and atmosphere of collaboration between all initiatives. Clear, courteous, timely and respectful communication with staff, board, and partners. Proficiency in computer applications and client software programs. Well-organized, strategic thinker, highly motivated, creative, and detail oriented. The ability to work flexible hours, including some evenings and weekends. During the first 90 days, this position will be fully in-office. Following the 90-day probationary period, a hybrid schedule may be permitted (minimum three days in-office and up to two days remote), subject to change at the discretion of the Executive Director and Board.
Salary/Hours	<p>COMPENSATION:</p> <ul style="list-style-type: none"> Salary – \$78,000 to \$80,000 annually based on experience. Daya offers a generous benefits package including paid federal and floating holidays, time off, sick/personal days, retirement plan and medical insurance.
Application Method	<p>Apply Here: https://www.dayahouston.org/job-opportunities</p>



Opening Date	Immediately
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To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.

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