

Director of Client Services and Community Relations

Laurel Advocacy and Referral Services, Inc. (LARS) is a non-profit organization located in Laurel, Maryland. For close to 30 years, we have supported homeless and low-income people in the Greater Laurel area by enabling those who are in crisis to achieve stability and long-term self-sufficiency.

We envision a community that treats all people with dignity and helps everyone meet their basic needs. We are currently seeking a dynamic, organized, and passionate individual for the position of Director of Client Services and Community Relations. This individual will oversee the Emergency Services and Self-Sufficiency Programs and provide administration, management, and supervision of assigned personnel. In addition, this staff member will develop and sustain on-going partnerships with local government, businesses, community groups, and faith-based organizations as well as work with development staff to increase fundraising capacity by cultivating relationships with major donors. This is a full-time position and includes Monday evening hours.

DUTIES AND RESPONSIBILITIES:

1. Assist leadership with the development and implementation of annual fundraising and program operation plans;
2. Oversee the daily functioning of the Emergency Services Crisis Center including ongoing evaluation of Crisis Intervention Model;
3. Oversee the implementation and evaluation of the Self-Sufficiency Program;
4. Train, manage, and evaluate assigned personnel, which may include supervision of social work interns;
5. Complete grant applications, prepare grant reports, manage program budgets, and maintain organized records of assigned grants to ensure grant compliance;
6. Prepare annual budgets for community outreach initiatives and the Emergency Services and Self-Sufficiency Programs;
7. Strengthen and expand partnerships with Laurel congregations, local businesses, community groups, and local government;
8. In conjunction with development staff, establish an individual giving program including the cultivation of relationships with LARS' major donors;
9. Serve as a professional representative of LARS at community functions and develop strong working relationships with other human services partners;
10. Provide direct service to clients as needed and document services in the Homeless Management Information Systems (HMIS) and LARS databases within 24 hours of interaction;
11. In the absence of the Executive Director, assume the essential administrative duties necessary for the continued operation of LARS;
12. Facilitate monthly case manager meetings;
13. Hold monthly individual supervision meetings with assigned personnel;
14. Attend meetings as approved or designated by the Executive Director;

15. Work every Monday evening until 7:30 PM (Wednesday evening when a Holiday falls on a Monday);
16. Other related tasks as assigned by the Executive Director.

Education/ Licensure Requirements:

- Master's Degree in Social Work with a Maryland State Social Work License; **OR**
- Master Degree in the human service field from an accredited college or university program; **OR**
- BSW with Maryland State licensure and a minimum of three years supervisory experience.

Experience Necessary/Desired:

1. Supervisory and administrative experience;
2. Goal oriented, creative, and a strategic thinker;
3. Excellent interpersonal, communication, and writing skills;
4. Superior organizational and project management skills;
5. Program development and evaluation experience;
6. Experience in crisis intervention
7. Ability to team build and motivate staff;
8. Self-starter who works well independently and collaboratively;
9. Ability to work under pressure while keeping a sense of humor
10. Intermediate computer skills;
11. Experience working with diverse populations, including homeless, minorities, and elderly;
12. Capability to work with mentally ill/substance abusing populations in respectful and compassionate/non-judgmental manner;
13. Familiarity with resources for clients in the Greater Laurel area (preferred).

Additional Requirements

1. Maintain a valid Maryland driver's license, valid insurance, and have reliable transportation;
2. Lifting up to 50 pounds, and carrying the weight for short distances that include steps;
3. Pass a criminal background check and random drug screenings.

Please email your cover letter, resume, and salary requirements to lpaley@laureladvocacy.org. Be sure to reference Director of Client Services and Community Relations in the subject line. No phone calls please.

LARS is an equal opportunity employer. EOE