

Director of Community Services

Reports To: Executive Director

Position Summary

The Director of Community Services provides strategic leadership, supervision, and operational oversight for all community-based direct service programs at the Blackstone Valley Advocacy Center. This position ensures the delivery of high-quality, trauma-informed, client-centered services while maintaining compliance with agency policies, grant requirements, and applicable regulations.

The Director is responsible for program management, staff development, service quality, data reporting, and community collaboration. This role serves as a key member of the leadership team and represents the agency in community partnerships, coalitions, and public forums.

Essential Duties and Responsibilities

Leadership and Supervision

- Provide leadership, supervision, and support to Community Service Unit staff in accordance with agency policies and procedures.
- Oversee staff recruitment, onboarding, training, evaluation, and professional development.
- Foster a collaborative, supportive, and accountable team environment.
- Provide crisis intervention support, case consultation, and guidance to staff as needed.
- Address operational concerns, personnel matters, and program-related challenges in a timely and professional manner.

Program Oversight and Compliance

- Ensure programs deliver trauma-informed, culturally responsive, and client-centered services.
- Monitor program performance, outcomes, and service quality to ensure effective service delivery.
- Maintain compliance with grant requirements, confidentiality standards, agency policies, and all applicable regulations.
- Collect, maintain, analyze, and prepare monthly and quarterly reports for leadership, funders, and state agencies.
- Participate in organizational strategic planning and leadership initiatives.

Community Engagement and Collaboration

- Represent the agency at community meetings, coalitions, trainings, committees, and public events.
- Develop and maintain collaborative relationships with community partners, including hospitals, law enforcement agencies, schools, shelters, and social service organizations.
- Promote the mission and values of the agency through professional community engagement and advocacy efforts.

Additional Responsibilities

- Ensure a safe, professional, and supportive environment for staff, clients, and community partners.
 - Perform other related duties as assigned by executive leadership.
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Qualifications

Education and Experience

- Bachelor's degree required or an equivalent combination of education, training, and professional experience demonstrating the required knowledge and competencies.
- Minimum of two (2) years of supervisory or management experience required.
- Experience in nonprofit leadership, community-based services, victim advocacy, or related human services strongly preferred.

Skills and Abilities

- Strong organizational, leadership, and problem-solving skills with the ability to manage multiple priorities effectively.
 - Excellent interpersonal, communication, and relationship-building abilities.
 - Demonstrated commitment and sensitivity to issues affecting survivors of domestic violence and sexual assault.
 - Professional maturity and experience managing complex programs or multidisciplinary teams.
 - Ability to respond appropriately and effectively in high-stress or crisis situations.
 - Commitment to trauma-informed and culturally responsive practices.
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Working Conditions



- Work environment may be fast-paced and occasionally noisy, with exposure to communicable illnesses common in community settings.
 - Position requires occasional in-state travel.
 - Valid driver's license and regular access to a reliable, insured vehicle required.
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Disclaimer

This job description is intended to describe the general nature and level of work performed by the individual assigned to this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications required.

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