

## Job Description

### MANAGER OF COURT SERVICES

#### JOB SUMMARY

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The Manager of Court Services is a key member of the WILLOW DOMESTIC VIOLENCE CENTER Team and is responsible for the day-to-day execution of court services. The Manager of Court Services will ensure that each client receives all of the proper assistance and support they need when seeking court services. The Manager of Court Services will provide leadership and guidance for each staff, intern, and volunteers working with court involved clients. The Manager of Court Services provides counseling, advocacy and support to clients in the program while using best practices and a trauma informed approach. The ideal candidate is client centered and will have experience in case management, counseling, crisis management, community resources and excellent communication skills. The Manager of Court Services is expected to think independently with minimal supervision from direct supervisor.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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##### Leadership and Strategy Implementation

- Supervises the team members of the CAP program.
- Collaborates with the Director of Community Support Services to support programmatic development, tracking, compliance, and evaluation.
- Ensures standard operating procedure manuals for advocacy programs are current and being utilized.
- Participates in strategic planning and meets the applicable goals of the Agency as defined in its Strategic Plan.
- Maintains an evaluation tool and process to assess effectiveness of service and compliance with program objectives; identify unmet/emerging needs and develop recommendations.

##### Coordination of Services

- Oversees and coordinates court services delivered to survivors through Willow's court partnerships.
- Acts as a liaison between the Willow staff and court professionals - judges, attorneys, and clerks. Facilitates positive collaboration and coordination of services amongst partners.
- Supervises and trains staff, interns, and volunteers on court service delivery.
- Coordinates the consistent implementation of client feedback surveys who utilize court services.
- Maintains the on-site court coverage schedule and ensures adequate coverage so all survivors are supported.
- Ensures that client files are complete and up-to date at all times.
- Responsible for the timely and accurate collection of department statistics.
- Takes initiative to lead the team in finding solutions to identified gaps and barriers to services; and to seek out and delegate additional projects when client work is slow.

##### Intake & Support

- Assists survivors filing for an Order of Protection in Monroe County Family Court by answering questions and explaining the court process, procedures, expectations and options. Provides survivors of domestic violence with information regarding the Family Court process; conducts initial needs assessments; crisis intervention; referrals to community resources, other Willow programs, and legal services; and provides accompaniment/advocacy. Provides ongoing safety planning and power and control assessments.
- On an as needed basis, assists survivors in writing their petitions for an Order of Protection in Monroe County Family Court.
- Using agency software, completes timely and accurate documentation of all services.

##### Collaboration, Education, & Teamwork

- Maintains professional, healthy collaborations with community agencies, court personnel, probation personnel and Willow staff.
  - Is well versed in Trauma-Informed Care and Solution-Focused Models of providing services. Assists other staff, interns, and volunteers in utilizing these models.
  - Serves as a competent, flexible, leader of court services and larger Willow team who fosters a positive, healthy, and values-aligned work environment.
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- Engages in weekly supervision with the Director of Community Support Services to practice self-reflection, increase self-awareness, build skills, provide & receive feedback, and engage in consistent communication on quality of court services & program functioning.
- Provides training to Willow staff and community agencies related to the dynamics of domestic violence and working with victims of domestic violence within the legal system.
- Facilitates Court Services team meeting on a weekly basis.
- Attends and is an active participant in agency trainings, staff meetings and identified court-related meetings.

### Documentation and Reporting

- Ensures all appropriate documentation is submitted to funding agencies in adherence with their guidelines.
- Oversight and responsibility for the proper monitoring, tracking, and documentation of community program activities and processes.
- Ensures the collection of timely and accurate program statistics.
- Collects, maintains and records program statistics to support grant objectives.
- Ensures quantitative and qualitative outcomes for reporting are administered for all programs.
- Provides information to community agencies addressing domestic violence services provided.

### OTHER DUTIES AS ASSIGNED

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- Maintain confidentiality at all times.
- Complete all functions in an ethically and culturally humble manner.
- Respond to hotline calls when necessary and available.
- Document all hotline calls following the agency's procedures.
- Any other duties as may be assigned.
- Attend and participate in large agency initiatives

### REQUIRED QUALIFICATIONS

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- Master's Degree in Human Services field preferred or Bachelor's Degree with comparable experience.
- A minimum of one year of counseling, case management or advocacy experience. Program management and supervisory experience preferred.
- Bi-Lingual preferred; able to read, write and speak Spanish and/or ASL proficiently.
- The ability to select, develop and motivate people and create a positive work environment is essential. Must be able to display a high degree of professionalism while keeping difficult situations in proper perspective.
- Ability to prioritize tasks and handle numerous assignments simultaneously.
- Ability to recognize and maintain confidential information.
- Sound judgement and decision-making ability.
- Must be adaptable and flexible.
- High degree of organizational skills and attention to detail.
- Excellent communication skills (verbal and written) are required.

### ADDITIONAL INFORMATION

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- Department: Community Support Services
- Location: Court
- Reports to: Director of Community Support Services
- Hours/Status: Full-time / Exempt
- Pay Rate: \$51,480

### HOW TO APPLY

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Submit cover letter and resume by mail, email:

Mail: P.O. Box 39601, Rochester, NY 14604      Email: [HR@willowcenterny.org](mailto:HR@willowcenterny.org)

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

***We offer a generous benefits package including health and dental insurance, paid time off, and a 401k retirement plan.***

*Willow Domestic Violence Center is an Equal Opportunity Employer*

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.