

# CITY OF CHATTANOOGA

## Classification Specification Title: Client Services Supervisor

**Department: Police**

**Pay Grade: GS.10**

**Supervision Received From: N/A**

**FLSA Status: Exempt**

**Supervisory Responsibility For: Navigation Survivor Support**

**Established: 6/29/07**

**Specialist**

**Revision Dates: 4/1/25;**

**11/19/24; 8/27/24; 10/20/23**

### CLASSIFICATION SUMMARY:

Incumbents in this classification provide supervision of the Family Justice Center Navigators & Survivor Support Specialist and also provide direct client services to FJC clientele. Completing intake assessments, referring to FJC partner organizations, and referring to general community resources. Providing daily supervision of FJC Navigators and Survivor Support Specialists coordinating/facilitating the monthly Voices Advocacy group meetings. Managing data collection of services provided to meet quarterly reporting requirements for state and federal funding. Coordinating with local service providers; build and maintain relationships with FJC partners.

### SERIES LEVEL:

The Client Services Supervisor is a stand-alone position.

### ESSENTIAL FUNCTIONS:

*(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Supervising FJC Navigators and Survivor Support Specialist and scheduling coverage for all courts, the FJC and any mobile needs. include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; training employees; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; making hiring, termination and disciplinary recommendations.

Serves as back up for navigation and court advocacy and provides assessments and referrals for cases involving FJC clients.

Facilitates support groups for clients and adds additional groups as needed.

Coordinating the monthly Voices Advocacy group and serving as liaison and support for the group.

Prepare weekly, monthly and quarterly data reports for FJC and funder requirements. Ensure the accuracy of data entered by navigators reviews client files as part of continued quality improvement.

Ensure Navigators utilize a community database and keep required data entry up in a timely manner.

Support and oversee the Lethality Assessment Program and the High Risk Intervention Team.

Update and maintain intake policies and procedures and the Operations manual (related to intake)

Meet with Navigators regularly to review procedures, client referrals and training.

Participates in a variety of task forces, meetings, committees and/or training sessions in order to receive and convey information.

Provides training and presentations as needed regarding services and issues.

Assisting with interviewing candidates for vacant Navigator positions.

Serving as task supervisor for assigned interns from local higher education institutions.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

#### MINIMUM QUALIFICATIONS:

Bachelor's Degree in Social Services, Human Services or a related field and three (3) years experience in social services, social work, criminal justice and/or providing direct services to victims of crime and/or with vulnerable populations; or equivalent education, training and experience sufficient to meet the knowledge and skills required for this position. Master's Degree strongly preferred.

## LICENSING AND CERTIFICATIONS:

A Valid Driver's License

## KNOWLEDGE AND SKILLS:

Knowledge of local and statewide domestic violence resources; management practices; community demographics; project management principles; customer service principles; facilitating public meetings; problem solving methods; and applicable Federal, State and local laws, codes, regulations, policies, rules and regulations.

Skill in working independently or in a team environment; organizing, planning and prioritizing work; managing employees, strong problem solving; excellent written and verbal communication; using a computer and related software applications; building relationships; facilitating meetings; exercising good judgment and effective decision making; sensitivity to changing situations; planning, developing, supervising, and managing program and/or events; preparing and maintaining policies and procedures; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

## PHYSICAL DEMANDS:

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

## WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

## SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation – CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.