Director of Rape Crisis & Victim Services

The Women's Center is seeking a clinical and operational leader to direct services for survivors of sexual assault and other violent crime. The Director of Rape Crisis & Victim Services leads the teams that answer the 24-hour hotline, respond to forensic exams, provide advocacy and counseling, and deliver prevention education in the community.

Working through assistant directors and other staff, the Director is accountable for reliable crisis coverage, quality clinical care, and a coordinated response across hospitals, the justice system, and community partners. The Director helps ensure survivors can access services, understand their options, and make informed choices about their care.

KEY DUTIES AND RESPONSIBILITIES INCLUDE:

- Lead department operations. Set service and staffing priorities across crisis response, advocacy, counseling, legal services, prevention education, and training and research. Hire, coach, supervise, and evaluate assistant directors and other assigned staff. Serve on the Management Team and support Board committees as requested.
- Maintain reliable crisis response. Plan staff and volunteer coverage for the 24-hour hotline, forensic exam response, and other accompaniment services. Participate in the rotation providing backup for telephone and hospital response.
- Oversee clinical quality and access. Ensure staff receive appropriate clinical supervision and consultation. Provide supervision within your credentials and arrange discipline-specific supervision as needed. Monitor counseling access, waitlists, referrals, and transitions between services.
- Support survivors and the people who serve them. Uphold trauma-informed practices that protect confidentiality, respect informed consent and survivor choice, and address barriers to access. Oversee staff, volunteer, and intern training and support staff through consultation, debriefing, and workload planning.
- Build community partnerships. Work with hospitals, law enforcement, prosecutors, courts, schools, and service providers to improve referrals and coordinate response. Represent The Women's Center in community and professional settings.
- Translate agency strategic priorities into department plans and operational goals.
- Manage resources and evaluate services. Develop budget recommendations and monitor department expenditures in partnership with agency leadership. Use service data and feedback to improve quality and guide staffing. Work with Grants Administration and Quality Assurance to maintain accurate records and meet reporting, funding, and contract commitments.
- Serve as a community representative and presenter on victim services and violence prevention.

REQUIREMENTS

- Master's degree in social work; or master's degree in counseling along with years of varied experience (beyond private practice).
- Active Texas clinical license in good standing with supervisor status. Texas Licensed Clinical Social Workers with supervisor status (LCSW-S) and Texas Licensed Professional Counselors with supervisor status (LPC-S) are eligible.
- At least seven years of progressively responsible experience in victim services, crisis response, behavioral health, or related human services, including clinical practice and supervision of staff or multidisciplinary teams.
- Experience serving survivors of sexual assault or other violent crime, including crisis intervention, advocacy, and trauma treatment. Knowledge of evidence-based counseling, clinical ethics, confidentiality, informed consent, and reporting responsibilities.
- Experience managing staffing, budgets, service quality, and community partnerships. Strong communication skills and proficiency with Microsoft Office and program information systems.
- Reliable transportation, a valid driver's license, automobile insurance, and ability to use a personal vehicle for agency business as requested.

Preferred Qualifications

- Texas Licensed Clinical Social Worker with supervisor status (LCSW-S) is strongly preferred.
- Experience directing a rape crisis or comprehensive victim services program, overseeing round-the-clock crisis response and hospital partnerships, or supervising supervisors.
- Experience with prevention education, volunteer programs, program evaluation, or grant-funded services.

Schedule and Travel

Typical hours are Monday through Friday, 9 a.m. to 5 p.m.; however, the Director is expected to provide leadership support and respond to operational, crisis response, staffing, and community partnership needs as they arise. Some early morning, evening, and weekend work is required. Travel within North Texas is required, and occasional travel outside North Texas may be necessary.

How to Apply

Email your resume, cover letter, and salary requirements to brios@wctc.org.

No phone calls please.

The Women's Center is committed to maintaining an environment which is free of discrimination, harassment, or retaliation on the basis of race, color, religion, sex, age, disability, or any other status protected by federal, state, or local laws. Accordingly, all Center employees are responsible for complying with this non-discrimination policy in the conduct of their jobs.