

# SafePlace Job Description

<b>Job Title:</b>	Community Services Program Manager
<b>Reports to:</b>	Domestic Violence Program Director
<b>FLSA Status:</b>	Exempt
<b>Number of Hours Per Week:</b>	35 hours per week
<b>Pay Grade:</b>	Schedule E
<b>Benefits:</b>	Medical, dental, and vision insurance; paid holidays and paid time off leave are provided as per SafePlace personnel policies. Employee Assistance Program provided. Retirement benefits will be available when SIMPLE Plan qualifications have been met.

## SUMMARY

In a culturally relevant manner, develop, coordinate and maintain community service programs for sexual and domestic violence survivors. These services include support groups, legal clinic, legal advocacy, drop-in advocacy, systems advocacy, outreach, and education and prevention activities. Provide supervision, direction and support for community services advocates, contracted staff, interns and volunteers. Work with other staff on grant monitoring activities as needed. Represent SafePlace at several key community organizations and participate in various community events.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

The Essential Duties and Responsibilities of this position include the following. Other duties may be assigned.

- A. Develop, coordinate, and ensure that quality community direct service programs are provided in a culturally responsive manner for sexual and domestic violence survivors.**
1. Coordinate legal advocacy services including advocacy, ongoing case management, court accompaniment, and legal clinics.
  2. Coordinate walk-in services including crisis intervention, information and referral, financial assistance and advocacy.
  3. Coordinate community domestic violence support groups by supporting facilitators and relationships with community partners.
  4. Assess and develop rural direct service efforts.
  5. Ensure documentation is completed for all program and service elements provided.
- B. Ensure sustainable and thriving community response programs.**
1. Provide domestic violence prevention plans and outreach in the community.
  2. Participate in community networking opportunities with key community partners.
  3. Coordinate Domestic Violence Awareness Month activities.
  4. Assess and develop rural outreach and prevention efforts.
  5. Work closely with Program Director and program managers to ensure quality services.
  6. Develop and implement evaluation processes to ensure quality services and effective outcomes.
- C. Provide and monitor systems advocacy and networking with community partners.**
1. Maintain networking relationships with community-based systems, including educational, legal, and other social services providers.
  2. Participate in Domestic Violence/Sexual Assault Task Force, as requested.
  3. Attend community meetings, as assigned.
- D. Provide supervision for community services advocates.**
1. Develop and maintain regular and consistent meeting and other communication opportunities for community services employees, volunteers and interns.
  2. Schedule regular supervisory meetings with community services employees, volunteers and interns.
  3. Review monthly employee timesheets, and correct as needed.
  4. Provide timely evaluations of community services employees, volunteers and interns.

5. Ensure community services employees and volunteers fulfill annual training requirements.

**E. Oversee and perform the administrative functions of the Community Services Program.**

1. Assess direct service data entry through Infonet twice quarterly.
2. Assess training data entry through Infonet.
3. Monitor program expenses as needed.
4. Work with Development Director to assist in developing grant narratives.
5. Coordinate with administrative staff in scheduling direct service client appointments, responding to and delegating emails from the SafePlace email account, Community Services Program gift card tracking, and other administrative functions as needed.

**F. Maintain regular communication with the Program Director, agency managers, employees, volunteers, and interns to ensure appropriate program development and quality control of service areas.**

1. Participate in regularly scheduled supervisory meetings with Program Director.
2. Work with Program Director on overall program planning, staff development and strategic program growth.
3. Work with Program Director to develop and monitor budget for Community Services Program area.

**G. Perform 24-hour back-up shifts to support house advocates, ensuring their meal breaks, answering the helpline in their absence, and responding to house emergencies.**

1. Work one 24-hour back-up shift weekly
2. Work week-end back-up shifts on rotation with other program managers.

**H. Perform program management, supervision and all other duties in a culturally relevant manner.**

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**MINIMUM QUALIFICATIONS**

- \* At least two years' experience providing advocacy to survivors of sexual and domestic violence.
- \* One year's experience in management or coordination of community events or programs.
- \* One year's experience in management; staff supervision, coordination, and support.
- \* A minimum of fifty hours training on sexual and domestic violence issues and advocacy within the last three years.
- \* Experience in workshop/training design and implementation.
- \* Experience in public speaking.
- \* Experience in conflict resolution.
- \* Experience networking with community groups.
- \* Experience providing services in a culturally responsive manner, and working with diverse cultures and communities.
- \* Experience in public relations.
- \* Intermediate level of computer skills, including word processing, and knowledge of Internet and e-mail.
- \* Excellent written and verbal communication skills.
- \* Demonstrated commitment to challenging issues of oppression.
- \* Ability to react calmly and quickly to emergency situations.
- \* Ability to maintain a positive attitude in a crisis intervention work environment.
- \* Have a car and liability insurance.
- \* Have a telephone.
- \* Commitment to the need for client and agency confidentiality.
- \* Agreement with the SafePlace philosophy statement.

**PREFERRED QUALIFICATIONS**

- \* Bilingual/bicultural in Spanish or Asian languages and English.
- \* Bachelor's degree in social work, education, women's studies or similar fields of study.
- \* Experience in community organizing and/or community-based programming.
- \* Experience in facilitating support groups.
- \* Active involvement in cultural communities' group(s).
- \* Experience participating in a team oriented work environment.

### **EDUCATION and EXPERIENCE**

Bachelor's degree in social work, education, women's studies or similar fields of study preferred. One year's experience in management or coordination of community events or programs; one year's experience in management and staff supervision, coordination and support, and at least two years' experience providing advocacy to survivors of domestic and sexual violence within a domestic and sexual violence agency.

Specific knowledge, experience and abilities acquired must include the following:

1. Knowledge of principles and practices of community development.
2. Experience in workshop or training design.
3. Experience in curriculum development.
4. Experience in public speaking.
5. Program management or program administration that would include experience with budget construction and monitoring
6. Experience working in/with diverse populations.
7. Ability to evaluate the performance of staff providing culturally specific language competency and practice in service delivery.
8. Two years' experience providing Domestic and Sexual Violence services and demonstrated understanding of oppression issues.

### **SUPERVISORY SKILLS**

Directly supervise the community services advocates and carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees, volunteers and interns; planning, assigning, and directing work; appraising performance; scheduling; carrying out disciplinary procedures; addressing complaints and resolving problems. Provide direction, support, feedback and motivation to staff, contracted provider(s), interns and/or volunteers.

### **INTERPERSONAL SKILLS**

To perform this job successfully, an individual must possess the following interpersonal skills:

1. Ability to establish and maintain effective working relationships with supervisor, employees, volunteers, and community members.
2. Ability to effectively work and communicate as a team member with a diverse staff.
3. Ability to respond to crisis, set limits and maintain healthy boundaries.
4. Ability to manage personnel issues and conflicts with confidentiality, fairness and respect with a diverse staff.
5. Ability to maintain a positive attitude in a fast-paced work environment.
6. Ability to interact in a confidential manner that is sensitive to the needs of agency clients.
7. Ability to manage personnel issues and conflicts with confidentiality, fairness and respect with a diverse staff.

### **VERBAL and WRITTEN SKILLS**

To perform this job successfully, an individual must possess the following verbal and written skills:

1. Ability to read, analyze, and interpret funding contracts and federal, state and local regulations and laws.
2. Ability to write proposals, reports, policies, procedures, and administrative correspondence.
3. Ability to communicate clearly and effectively in order to present information and respond to questions from employees, volunteers, clients, and community members.
4. Bilingual/bicultural in Spanish or Asian languages and English.

**REASONING ABILITY**

To perform this job successfully, an individual must possess the following reasoning abilities:

1. Ability to assess complex problems and make sound independent decisions.
2. Ability to analyze and resolve a variety of personnel problems.
3. Ability to interpret and apply agency policies.
4. Ability to gather, correlate and analyze data.
5. Ability to prioritize multiple tasks.
6. Ability to create proposals and reports.

**MATHEMATICAL SKILLS**

To perform this job successfully, an individual must possess the following mathematical skills:

1. Ability to accurately prepare, analyze and interpret budgets; ability to calculate figures, percentages, and formulas; ability to develop cost-effective proposals.

**COMPUTER SKILLS**

To perform this job successfully, an individual must possess the following computer skills:

1. Intermediate level of skill in Microsoft Word, PowerPoint and Excel or similar word processing, presentation and spreadsheet applications.
2. Ability to send and receive e-mail and navigate on the Internet.

**CERTIFICATES, LICENSES, REGISTRATIONS**

1. SafePlace initial Advocate Core Training (ACT) certification.
2. Valid driver’s license and current automobile liability insurance.
3. CPR/First aid training certifications preferred.

**PHILOSOPHIES**

To perform this job successfully, an individual must commit to the following philosophies:

1. Commitment to the SafePlace mission and philosophy.
2. Subscribe to the theory of empowerment of women.

**TRAINING**

Employee is required to complete the initial SafePlace ACT Training and 20 hours of non-profit management training. Employee must attend 20 hours of ongoing direct service training a year, which must include 10 hours advocacy-based counseling. Further, 12 hours sexual assault training is required. Ongoing management training may be included in the 12 hours of sexual assault training.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit and use hands to finger, handle, or feel. The employee is often required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

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Employee Name

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Employee Signature

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Date

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Supervisor Name

Supervisor Signature

Date