

Program Supervisor – Renewal Housing Services

Full-time/Benefits Eligible
Bilingual (English/Spanish) Preferred



Position Schedule: Monday through Friday 8:30 pm to 5:00 pm *

*Flexibility is needed to work outside of this schedule to assist with time sensitive matters and ensuring employees working on weekends receive adequate supervision.

Emerge Center Against Domestic Abuse has begun an organizational process of transforming philosophy and practice to acknowledge the root causes of violence as being embedded in multiple, intersecting systemic oppressions (sexism, racism, homophobia, transphobia, classism/poverty, able-ism, and anti-immigrant sentiment).

These conversations directly impact the climate and culture of our organization and are tied to the climate and culture in our community related to violence as a normalized experience. We are seeking team members across the organization who understand that humanizing the experience of all people is a radical act in a non-profit system and who are willing to be a part of transforming our organizational culture to be a more antiracist multicultural institution.

We are seeking job applicants who understand it is our responsibility to ensure that our responses to domestic abuse must include the experiences of those who are most in need and who have the least amount of access to help and support and who can work in an environment that is rapidly changing.

We're committed to making our community a safer place for everyone. Join us!

This position manages all domestic abuse services provided to individuals at emergency shelter on the day shift and through the hotel program. Share on-call responsibilities with Program Manager-Emergency Services (Evenings). Responsible for values-based employee development, performance and service delivery. Ensures compliance with all regulatory, legal and funding requirements.

ESSENTIAL DUTIES

- Performs various administrative and programmatic functions related to the daily operations of housing services
- Develops protocols and procedures and training for professional employees in collaboration with the Program Manager-Community Based Services and Vice President of Programs
- Supervises and directs professional employees in housing programs to ensure uniform interpretation and application of agency and contract policies and program protocols and procedures
- Coordinates Renewal Program services under the direction of the Program Manager-Community Based Services. Ensures that the implementation of Renewal Program/housing services is evaluated regularly to ensure programmatic goals/outcomes are monitored and service delivery is as intended
- Responsible for Renewal program budget tracking and communicates budget progress to the Program Manager-Community Based Services
- Networks with community agencies, assessing available services appropriate to participant needs
- Ensure direct service employees are implementing program protocols and curricula as intended and provide coaching and training as necessary

- Oversee, manage and respond to all risk management issues in accordance with the Emerge! Incident Report and Notification Policy in collaboration with the VP of Operations & Philanthropy when appropriate
- Communicate significant risk issues to the Program Manager-Community Based Services, Emergency Services and VP of Operations & Philanthropy when appropriate
- Supervises and directs housing services employees related to ensuring that participants needs are satisfied and program systems operate as intended
- Ensures high quality values-based service delivery at all times. Educates, trains and coaches employees to increase values-based performance
- May have to respond to emergencies or other time-sensitive matters after normal business hours
- Supervisors must maintain a continual pulse on the goings-on in their areas of responsibility
- Supervises direct service volunteers and interns placed at program sites
- Provides program support to Clinical Team and participates in staff training activities
- Addresses client complaints and facilitates use of the Grievance Procedure
- Ensures all information (narrative and/or data) for reports is submitted in a timely manner
- Appropriately maintains accurate information in the client services database
- Adheres to agency policies and procedures and all City, County, State and Federal rules and regulations

QUALIFICATIONS

Any combination of at least 3 years (5 years preferred) of work, professional or life experience (personal), in the following areas:

***Note:** Emerge recognizes that the required skills and knowledge needed to serve survivors of domestic abuse can be derived by formal professional experience as well as other life experience outside of a professional setting. Qualified applicants will be asked to make a direct connection between their work or life experience and the required qualifications below. We also value the added foundation that formal education can provide, however, any years spent in an educational institution will not count directly toward the number of years required or preferred.*

- Two years supervisory or management experience, three years preferred
- Bilingual (English/Spanish) preferred

REQUIRED COMPETENCIES

- Ability to articulate and demonstrate values based leadership
- Knowledge of program development techniques
- Knowledge of the dynamics of domestic abuse issues, crisis intervention and case management
- Effective listening
- Excellent written and oral communication
- Excellent presentation skills
- Knowledge of the impact of trauma
- Knowledge of group facilitation and dynamics
- Ability to assess potential crisis situations and take appropriate action
- Ability to work well independently and be self-motivated

- Proficient computer skills including e-mail, calendars, document processing, spreadsheets and databases
- Ability to travel within service area

OTHER REQUIREMENTS

- Appropriate fingerprint clearance through the Arizona Department of Public Safety
- CPR/First Aid certification
- Valid Arizona Driver License and proof of automobile insurance

PHYSICAL DEMANDS

- Must be able to sit or stand for long periods of time
- Must be able to express or exchange ideas by means of the spoken word to impart oral information to clients or to the public and to convey detailed spoken instructions to other workers accurately or quickly
- Provide CPR/First Aid
- Must be able to lift up to twenty-five pounds
- Visual acuity and hand dexterity to work with computer systems (monitor, keyboard), reports, and other data sources, reading/entering/processing data and figures
- Ability to use basic office equipment, including computer, fax machine, printers, copier/scanner, adding machine

Emerge is an equal opportunity employer