

Program Manager – Emergency Services (Days)

Full-time/Benefits Eligible

Position Schedule: Monday through Friday 8:30 am 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.

Bilingual Preferred

Salary: \$64,000 (not negotiable)

PLEASE NOTE: if you are interested in applying for this position, please go to emergecenter.org/employment to fill out a full application. Resumes and cover letters submitted through Indeed (or any third-party website) will NOT be reviewed.

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, ableism, 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!

POSITION OVERVIEW

This position manages all domestic abuse services provided to individuals at the emergency shelter during the day shift and through the hotel program. This position is responsible for values-based employee development, performance and service delivery and ensures compliance with all regulatory, legal and funding requirements.

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

- Maintains confidentiality and trust for all employees, participants and visitors
- Consistently displays culturally sensitive behavior and communication for all employees, participants and visitors. Seeks to expand knowledge base to increase cultural sensitivity
- Seeks win/win solutions, values interdependence, shares a common sense of responsibility for the whole
- Acts in a manner that presents the agency in a positive light, and furthers a positive image for the agency. Demonstrates a positive and respectful personal appearance. Contributes to a clean and orderly facility appearance
- Demonstrates respect, courtesy and dignity for all
- Responds in a timely manner in all aspects of communication
- Maintains safe working environment for self, other employees, and visitors in accordance with applicable standards relevant to the position's job duties

- Displays adaptability and flexibility to encourage team, participant and agency health including: initiating improvements, demonstrating problem solving and creativity, demonstrating motivation for change and enhancement of the organization

RESPONSIBILITIES COMMON TO ALL LEADERSHIP POSITIONS

- Ensures programs and services support the vision, mission, values and philosophy of the agency
- Supports and actively builds a collaborative culture that values mutual respect, partnership, learning, trust, and fairness
- Promotes an organizational culture that embraces diversity and the fair and respectful treatment of all persons as a core value guiding strategic planning, program implementation and evaluation, staffing and internal and external relationships
- Functions in accordance with standards set forth in contracts and agency policy
- Identifies and incorporates best practices and lessons learned
- Maintains positive and accurate flow of communication
- Manages program budgets and ensures funding expectations are met
- Stays abreast of current domestic abuse information and applicable laws and regulations
- May have to respond to emergencies or other time-sensitive matters after normal business hours
- Managers must maintain a continual pulse on the goings-on in their areas of responsibility

ESSENTIAL DUTIES

- Performs various administrative and programmatic functions related to the daily operations of domestic abuse services including data collection, documentation and compliance with all funding requirements
- Implements protocols and procedures for domestic abuse programming in shelter and hotel in collaboration with the Director of Emergency Services
- Supervises and directs employees assigned to the day shift at the Emergency Shelter, to ensure uniform interpretation and application of agency policies and program protocols and procedures
- Supervises and directs the Clinical Case Coordinators to ensure that services offered at hotel sites are delivered as intended to program participants as well as ensure that any risk issues are addressed
- Collaborates with the Program Manager - Family Services, Director of Emergency Services, Program Manager – Emergency Services (Evenings), and Clinicians to ensure consistency in programming offered at shelter
- Ensures that direct service employees implement program protocols and curricula as intended, and provides coaching and training as necessary that will include “in the moment” coaching and guidance on managing participant situations and observation of staff sessions with participants
- Conducts site meetings and employee meetings to ensure that team building and operationalization of a trauma-informed approach is happening with all employees
- Oversees, manages and responds to all risk management issues at direct service sites in accordance with the Emerge Incident Report and Notification Policy, and in collaboration with the Director of Emergency Services
- Communicates significant risk issues to the Director of Emergency Services and Operations Manager
- Supervises and directs professional employees in shelter related to ensuring that participant's daily needs are satisfied and the shelter systems and functions operate as intended
- Coordinates and oversees group and individual services provided to participants at shelter, under the direction of the Director of Emergency Services
- Ensures high quality values-based service delivery at all times
- Participates in interviewing and training employees, interns and volunteers

- Educates, trains and coaches direct service employees to ensure they are equipped to be effective domestic abuse professionals and engage in values-based performance
- Rotates on call responsibility of after-hours and weekend emergency needs. May have to respond to emergencies or other time-sensitive matters after normal business hours
- Maintains a continual pulse on the goings-on in their areas of responsibility and will be expected to rotate their shift and days on site to ensure that employees working on all days of the week receive adequate supervision
- Provides back-up support to the Program Manager – Emergency Services (Evenings) as necessary
- Works in close partnership with other members of the Operations Team to address agency-wide opportunities and challenges, and ensure consistency of policies and practices across the agency
- Supervises direct service volunteers and interns placed at program sites
- Addresses program participant complaints and facilitates use of the Client 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

REQUIRED EXPERIENCE AND QUALIFICATIONS Any combination of at least **4 years** 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.*

- Experience in program oversight and staff supervision in a non-profit setting
- Experience designing staff development goals and training
- Experience supervising staff in the delivery of services related to gender-based violence
- Demonstrate knowledge and practice working with how gender identity, race, class, ability and sexual orientation and other cultural factors and/or identities intersect with issues of gender-based violence
- Experience of individual or organizational work to support and advocate for survivors of gender-based violence; understanding and supporting families
- Knowledge of the dynamics of domestic abuse and/or sexual violence
- Knowledge of the impact of trauma and lived experiences and the interface with how program participants request and receive support in a non-profit setting
- Demonstrate willingness and ability to confront racist, homophobic, transphobic behavior/comments in any setting
- Demonstrate a trauma-informed understanding and practice in working with trauma-based reactions/behavior (particularly during escalated situations/conversations) that prioritizes remaining grounded and not reacting out of fear or punitive intention
- Ability to build authentic relationships with team members, supervisors, and program participants through practices such as listening to gain deeper understanding, being vulnerable and engaging in giving and receiving feedback
- Ability to examine your own privilege and connections to power and/or oppressions so that you can work in service and consideration of the entire humanity of others
- Ability to function in a complex institution and systems with a focus on problem solving and adaptability

PREFERRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least **6 years** of lived/life experience (personal), work or professional experience in the required areas

- Bilingual (English/Spanish)

OTHER REQUIREMENTS

- Ability to obtain appropriate fingerprint clearance through the Arizona Department of Public Safety
- Ability to obtain 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

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