



## **Program Manager – Family Services**

**Full-time/Benefits Eligible**

**Monday – Friday 8:30a-5:00p**

**Bilingual Preferred**

**Salary: \$60,000/year (not negotiable)**

**PLEASE NOTE: if you are interested in applying for this position, please go to [emergecenter.org/employment](http://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.**

*Emergence 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!**

### **POSITION OVERVIEW**

This position oversees the work of all Child & Family Case Coordinators and the domestic abuse programming for families receiving services at emergency shelter and community-based sites at Emerge. The position is responsible for values-based staff development, performance and service delivery that recognizes how gender identity, race, class, ability, sexual orientation and other cultural factors and/or identities intersect with issues of gender-based violence impacts the children and families being served.

### **RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES**

- Maintain confidentiality and trust for all employees, participants and visitors
- Consistently display culturally sensitive behavior and communication for all employees, participants and visitors. Seeks to expand knowledge base to increase cultural sensitivity
- Seek win/win solutions, value interdependence, share a common sense of responsibility for the whole
- Act in a manner that presents the agency in a positive light, and furthers a positive image for the agency
- Demonstrate a positive and respectful personal appearance. Contribute to a clean and orderly facility appearance
- Demonstrate respect, courtesy and dignity for all
- Respond in a timely manner in all aspects of communication
- Maintain safe working environment for self, other employees, and visitors in accordance with applicable standards relevant to the position's job duties
- Display 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 the domestic abuse services including data collection, documentation and compliance with all funding requirements
- Develops protocols and procedures for domestic abuse programming in shelter and community based sites for children and families in collaboration with the Director of Emergency Services, Program Manager-Community Based Services, Vice President of Programs and Vice President of Organizational Development
- Coordinates and oversees children's program services provided to children at shelter and community based sites in collaboration with the Program Managers-Emergency Shelter, Director of Emergency Services, Program Manager-Community Based Services, Vice President of Programs and Vice President of Organizational Development
- Supervises and directs employees based in shelter and community based sites to insure uniform interpretation and application of agency policies and program protocols and procedures
- Collaborates with Program Managers-Emergency Services and Director of Emergency Services, Vice President of Programs and Vice President of Organizational Development to ensure consistency in programming offered at shelter
- Develops new program curricula for Case Coordinators-Child and Family in collaboration with the Director of Emergency Services, Program Manager-Community Based Services, Vice President of Programs and Vice President of Organizational Development based on the holistic service delivery model and ensures program participants have the highest quality engagement from direct service employees
- Ensures direct service employees implement program protocols and curricula as intended, and provides coaching and training as necessary
- Oversees, manages and responds to all risk management issues in accordance with the Emergency Incident Report and Notification Policy in collaboration with the Vice President of Operations and Philanthropy when appropriate
- Communicates significant risk issues to the Vice President of Programs, Vice President of Organizational Development and Vice President of Operations and Philanthropy when appropriate
- Oversees and implements the agency's reporting policy and procedure for the Department of Child Safety
- Coordinates and oversees group and individual services provided to children and families at shelter and community based sites, under the direction of the Vice President of Programs and Vice President of Organizational Development
- Networks with community agencies, assessing available services appropriate to participant needs
- 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
- 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
- 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, 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 domestic abuse and/or sexual violence on children and families
- 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 and 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 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) preferred

#### **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 (as applicable)

#### **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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