

Assistant Vice President of Programs
Full-time/Benefits Eligible
Bilingual (English/Spanish) Preferred
Monday through Friday 8:30 pm to 5:00 pm *
Salary: \$75,000/year (not negotiable)**



**Flexibility is needed for evening and weekend to assist with time sensitive matters.*

**** Bilingual differential pay available**

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.

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, 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

The Assistant Vice President of Programs is essential to supporting the Vice President of Programs in overseeing and enhancing the operations, services, managerial functions, and staff support across all direct service sites and programs. As an integral part of the leadership team, the Assistant Vice President of Programs will play a crucial role in ensuring the agency's services are functioning effectively, managers receive comprehensive support, and our processes and practices are in alignment with the organizational values and principles of an equity-centered, anti-racist approach to supporting survivors.

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

- Commits to upholding the agency's mission, vision, community guidelines and values of safety, liberation, responsibility & repair, love, innovation, and joy. We value diversity, inclusion, equity, and belonging in all that we do
- Engage in radical service to, and acceptance of, staff and participants as they are by committing to showing up with integrity and love and encouraging all to use their power to affect change
- Commits to creating and maintaining a safe, equitable, trauma-informed, and healing work environment for all participants and staff members
- Commits to a culture of understanding how our collective actions affect participants' efforts to regain their independence and rebuild their lives

- Assess potential crisis situations responding to, and accurately documenting, in an equity-centered and trauma-informed manner while notifying appropriate personnel as soon as possible
- Follow all protocols and practices of Emerge programs, as well as all city, county, state, and federal rules
- Displays an ability to identify problems and generate a range of solutions utilizing creativity, collaboration, open communication, and critical thinking skills
- Maintains confidentiality of shelter sites and information pertaining to all staff, participants, and visitors.
- Dedicated to personal development, furthering knowledge, services, and approaches to better meet needs of participants and staff
- Strives for innovation incorporating new tools, practices, and mindsets that support relationship building, rest, restoration, and healing; not only for collective liberation but also for our individual wholeness, freedom, and ability to thrive
- Attend all meetings and trainings as required

RESPONSIBILITIES COMMON TO ALL LEADERSHIP POSITIONS

- Ensures programs, services, and practices support the vision, mission, community guidelines, values, and philosophy of the agency
- Cultivates a culture of love, safety, liberation, responsibility and repair, innovation, anti-racism, and anti-oppression, and supports and promotes innovative practices aligned with these values
- Supports values-based leadership and actively builds an equity-centered culture where fairness, justice, and inclusivity are at the forefront of decision making, and organizational practices
- Promotes, embraces, and actively seeks to co-create spaces that are inclusive of employees from diverse backgrounds, perspectives, and experiences
- Builds relationships and a sense of community among staff, with a focus on increasing equity, inclusion, and belonging through collaborative and co-creative practice
- Encourages power sharing and takes action to create a culture where staff feel valued, respected, and empowered to perform their best using their gifts, skills, knowledge, and lived experiences to transform the organization and the community we serve
- Ensures that the practices function in accordance with standards set forth in contracts and agency policy
- Fosters positive and effective, nonviolent communication that promotes transparency, responsibility, and inclusivity.
- Manages programs to ensure they are equitable, sustainable and results driven
- Stays informed about current domestic abuse information and regulations
- Continuously monitors and evaluates the organization's progress
- Knowledgeable in the techniques used to plan, implement, and evaluate programs or initiatives.
- Ability to work well independently and be self-motivated
- Proficient computer skills including e-mail, calendars, document processing, spreadsheets, and databases
- Able and willing to travel within a designated service area for work

ESSENTIAL DUTIES

- Ensures that all program activities within Emerge programs operate consistently system-wide with a specific focus on eliminating racial disparities and the perpetuation of anti-Blackness
- Supervises and directs program managers to ensure uniform interpretation and application of agency policies, protocols, and procedures
- Performs and oversees various administrative and programmatic functions related to the operations of service delivery, including data collection, documentation, and compliance with all funding requirements
- Assists managers in executing strategic plans and goals for program growth and improvement, aligning with the agency's vision, mission, values, goals, and strategic objectives

- Collaborates closely with the Vice President of Programs to assist in leading and mentoring program managers, ensuring they have the resources, guidance, and tools needed to excel in their roles
- Works to maintain and improve the efficiency and effectiveness of agency programs and services by identifying areas for enhancement, streamlining processes, and implementing best practices
- Ensures investment in managers and staff to increase retention, empowerment, and impact across programs
- Partners with the Director of Quality Improvement and Innovation and Vice President of Programs to establish and maintain systems to monitor program quality, compliance with regulations, and participant satisfaction, proactively addressing any issues or challenges that may arise
- Provides oversight to the implementation of programmatic protocols and procedures and recommends necessary revisions to ensure that program participants have the highest quality engagement from direct service employees
- Fosters collaboration among programs to ensure a coordinated approach to service delivery, including cross-functional teamwork and communication.
- Monitors risk-related issues and provides direction and guidance to program managers and staff, as well as communication to the Vice President of Program as needed.
- Prepares regular reports and updates on program performance, outcomes, training, and recommendations for continuous improvement for presentation to the senior leadership team and board of directors
- Utilizes data to make informed decisions, tracks program outcomes, and identifies trends or areas requiring attention
- Assists in identifying resources to support program initiatives, making sure goals are met and resources are utilized efficiently
- In partnership with the Vice President of Programs and the Vice President of Organizational Development, facilitates a training curriculum for all managers to ensure managers manage for equity, sustainability, and results
- Works in close partnership with other members of the operations team to address agency-wide opportunities and challenges and ensures consistency of policies and practices across the agency
- Responds to emergencies or other time-sensitive matters after normal business hours, as needed
- Ensures program implementation achieves maximum effectiveness for each participant and for each family when possible
- Participates in interviewing direct service position candidates, interns, and volunteers
- Represents the agency on committees, at meetings, and events as appropriate
- 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 6 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. Applicants will be asked to make direct connections between their work/life experience and the required qualifications. We value the added foundation of formal education, however, any years spent in an educational institution will not count directly toward the number of years required/preferred.*

- Knowledge of the dynamics of domestic abuse and/or sexual violence

- Experience working to support and advocate for survivors of gender-based violence, understanding of working with trauma-based reactions/behaviors (particularly during escalated situations/conversations)
- Knowledge of how trauma and intersectionality impacts participants' ability to request and receive support in a non-profit setting
- Demonstrated 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
- Ability to examine your own power, privilege and/or oppressions to work in service of all survivors
- Experience designing quality improvement strategies and implementation in a non-profit setting
- Knowledgeable in the techniques used to plan, implement, and evaluate programs or initiatives.
- Experience designing staff development goals and training
- Experience coaching and supporting staff in the delivery of services related to gender-based violence
- Demonstrate willingness and ability to confront racist, homophobic, transphobic behavior/comments in any setting
- 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
- Knowledge of group facilitation and dynamics
- Ability to communicate, both written and oral, clearly, and concisely
- Ability to work independently and collaboratively, building authentic relationships with team members, supervisors, and participants
- Preferred: Bilingual (English/Spanish)
- 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 a designated service area for work
- Preferred: 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 (as applicable)

PHYSICAL DEMANDS

- Must be able to sit or stand during an 8–10-hour workday.
- Must be able to lift twenty-five pounds

Emerge is an equal opportunity employer

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