

Program Manager-Family Services
Full-time/Benefits Eligible
Bilingual (English/Spanish) Preferred
Monday through Friday 8:30 a.m. to 5:00 p.m.
Salary: \$60,000/year (not negotiable)*
** 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.

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

The Program Manager – Family Services oversees family services across multiple sites, ensuring trauma-informed, equity-centered, and anti-racist practices that support survivors of domestic abuse. This role provides leadership, training and family centered interventions to the Child and Family team while ensuring the coordination of comprehensive service delivery.

The Program Manager-Family Services collaborates with internal and external partners to enhance service quality, maintain program operations, and implement continuous improvements. They promote a family-centered approach, uphold the agency's mission and values, and are committed to creating a safe, equitable, and healing environment.

The ideal candidate has experience in child and family services, crisis intervention, staff coaching, and quality improvement within a nonprofit setting and demonstrates a strong commitment to anti-racism, child advocacy, and inclusive practices.

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

- Supervises Child and Family Case Coordinators (CFCC) across multiple sites and programs to ensure consistent interpretation and application of agency policies, procedures, and protocols

- Provides training, guidance, and support to Child and Family team members (full-time, interns, and volunteers) to equip them with the skills needed to support participants, direct service staff, and meet program objectives
- Conducts annual and bi-annual staff appreciation and reflection to celebrate strengths, growth, achievements, and learning
- Ensures the coordination of comprehensive child and family intakes, case planning, and assessments, integrating participants' lived experiences, identities, and individual needs
- Addresses participant complaints and facilitates the use of the grievance procedure
- Facilitates child and family team meetings and collaborates with program managers to promote a participant-centered approach
- Implements and oversees trauma-informed, equity-centered, and values-based children and family services using liberatory practices. Assesses gaps in training and programming and co-collaborates on creating new program curricula with the Vice President team
- Monitors high-acuity cases for children and families across all sites in collaboration with the Clinical Manager and provides perspectives and interventions that prioritize participant humanity
- Oversees child and family group curricula across shelter and community-based sites.
- Partners with the Director of Quality Improvement and Innovation and the Assistant Vice President of Programs to implement systemic changes to enhance service quality and participant satisfaction
- Oversees, manages, and responds to all risk management issues in accordance with the Emerge Incident Report and Notification Policy. Communicates significant risk issues to the Assistant Vice President of Programs and/or Vice President of Programs
- Monitors risk and child safety concerns utilizing agency policy for the Department of Child Safety. Plays a lead role in the collaborative process with direct service staff and participants to identify interventions that are centered in harm reduction, strength-based, and culturally appropriate
- Ensures comprehensive and precise documentation of services, maintaining accurate records in the Client Track database
- Creates and manages schedules for the Child and Family team across multiple sites and activities to ensure adequate coverage
- Utilizes data to make informed decisions, track program outcomes, and identify areas for improvement
- Collaborates with internal and external stakeholders, including social service agencies, to strengthen family networks for survivors
- Represents the agency on committees, at meetings, and at events to advocate for the needs of survivors and promote the agency's mission
- Ensures effective program operations, including data collection, documentation, resource allocation, and compliance with funding requirements
- Supports the recruitment and selection of staff and interns, ensuring alignment with the agency's mission and values
- Assists Child and Family staff in setting and achieving professional growth goals, in line with the agency's vision, mission, values, and strategic objectives
- May have to respond to emergencies or other time-sensitive matters after normal business hours

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. 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
- 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)

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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