

Program Manager – Community-Based Services (CTI)

Full-time/Benefits Eligible

Bilingual (English/Spanish) Preferred

Monday through Friday 8:30 am to 5:00 pm *

**Flexibility is needed for to work evening shift until 8:00pm to be able to observe operations after 5:00pm 1-2 times per month and to work weekends (1 time per month)*

Salary: \$62,500/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 for Critical Time Intervention (CTI) oversees non-legal staff and leads the delivery of trauma-informed, equity-centered case management services at community-based service (CBS) sites. This role ensures that survivors of domestic abuse receive support during critical transition periods, managing intake, assessment, goal setting, and referrals to stabilize participants in housing, medical, and social service systems.

Key responsibilities include implementing CTI protocols, managing risk, and collaborating with internal leadership and external partners to enhance service delivery. The Program Manager provides staff guidance, training, and support, while ensuring administrative duties such as data collection, documentation, and compliance with funding requirements are met. Additionally, the role fosters a growth-oriented work environment, supports staff professional development, and addresses participant needs.

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

- Manages non-legal program staff, providing guidance, support, and feedback to ensure they are equipped to effectively support survivors and meet program objectives
- Provides input and feedback on the development and implementation of CBS – Critical Time Intervention (CTI) protocols and procedures, recommending necessary revisions to ensure participants receive the highest level of support during critical transition periods
- Leads and manages the delivery of CTI services at CBS sites, prioritizing trauma-informed, equity-centered, and values-driven services. Utilizes liberatory practices to address the unique case management needs and challenges faced by survivors navigating housing, medical, and social service systems
- Oversees administrative and programmatic functions including data and survey collection documentation, resource allocation, and compliance with all funding requirements
- Oversees the CTI case management process for participants, including intake, assessment, goal setting, case assignment, and referrals to appropriate resources to support long-term stability
- Supports staff in setting and achieving professional and personal development goals, aligning with the agency's vision, mission, values, and strategic objectives
- Collaborates closely with the Assistant Vice President of Programs and other leadership to mentor and support case coordinators, ensuring they have the resources, guidance, and tools needed to deliver high-quality services
- Facilitates on-site training and coaching for all non-legal staff to ensure services are delivered with a trauma-informed, equity-centered, and values-based approach, providing "in the moment" coaching on managing participant situations
- Monitors and supports staff at CBS sites in identifying and providing higher levels of support to participants with complex needs, ensuring effective service delivery
- Manages risk-related issues at CBS sites in relation to case management services, providing guidance to staff and collaborating with the Assistant Vice President of Programs on escalating concerns
- Oversees, manages and responds to all risk management issues at community-based service sites in accordance with the Emerge Incident Report and Notification Policy, and in collaboration with the Vice President of Programs
- Builds and maintains partnerships with community agencies, housing services, and governmental entities to enhance service delivery and support networks for survivors
- Prepares quarterly and grant reports on program performance, participant outcomes, staff training, and recommendations for continuous improvement of case management services
- Collaborates with the Directors team and other leaders to implement systemic changes that enhance the quality and effectiveness of services, ensuring compliance with regulations and improving participant satisfaction
- Ensures staff investment and retention by fostering a supportive, growth-oriented environment that empowers staff to increase their impact across community-based services
- Ensures comprehensive and accurate documentation of participant services, completing all clinical documentation in a timely manner and maintaining records in the Client Track database
- Addresses participant complaints and facilitates the use of the Participant Grievance procedure to resolve concerns and ensure participant satisfaction
- Participates in interviews, the hiring process, and training of new staff, interns, and volunteers, and represents the agency on relevant committees and at events
- Maintains flexible schedule to support in overseeing operations that happen outside of traditional business hours and weekends
- Responds to emergencies or other time-sensitive matters after normal business hours, ensuring the needs of participants are met during critical transition periods

REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 4 years of work, professional or life experience (personal) pertinent to the Essential Duties listed above, as well as:

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
- Oversees the management of both CBS sites, addressing risk-related issues and facility needs, and coordinates with the facilities team to ensure timely resolution and support
- 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)
- Proficient computer skills including e-mail, calendars, document processing, spreadsheets, and databases
- Ability to travel within a designated service area for work

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-hour shift

- Provide CPR/First Aid
- Must be able to lift twenty-five pounds

Emerge is an equal opportunity employer

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