



Job Description

Position Title: Programs Manager

Reporting To: Executive Director

Location: Domestic Violence Shelter

Employment Type: Full-Time

Position Overview

The Program Manager is a key leader at the Domestic Violence Shelter, responsible for overseeing the planning, execution, and evaluation of the Shelter's diverse programs that support survivors of domestic violence, sexual assault, and related trauma. This person will manage staff, ensure services align with trauma-informed care principles, and work collaboratively with community partners to provide holistic support to survivors. The Program Manager will take a proactive role in ensuring program quality, innovating to address gaps, and maintaining alignment with the Shelter's mission to promote safety, empowerment, and education.

Key Responsibilities

Program Development and Implementation

- Design, implement, and oversee programs that address the needs of survivors, including emergency shelter, hospital response, child advocacy center response, case management, and legal advocacy.
- Ensure all programs align with trauma-informed care principles and respond to the unique needs of clients.
- Identify gaps in services and develop solutions or new programs to address them.

Staff Leadership and Supervision

- Recruit, train, supervise, and support program staff, ensuring they have the tools and resources needed to succeed.
- Create a supportive team environment with clear communication, collaboration, and problem-solving.
- Conduct regular performance evaluations and provide opportunities for staff development and growth.
- Ensure performance expectations are met by all team members according to needs of the business and compliance standards.
- Provide input to decisions related to employment for team members.

Evaluation and Quality Assurance

- Develop and implement metrics to measure program outcomes and evaluate effectiveness.
- Use data and feedback from clients, staff, and stakeholders to continuously improve services.
- Prepare detailed reports on program performance and impact for the Deputy Executive Director and other stakeholders.

Collaboration and Community Partnerships

- Serve as the primary liaison between the Shelter and community partners, such as law enforcement, healthcare providers, and social service agencies.

- Build and maintain strong relationships with external organizations to enhance service delivery and advocacy efforts.
- Represent the Shelter at community meetings, events, and coalitions to raise awareness and strengthen partnerships.

Resource Management

- Collaborate with the leadership team to manage budgets for programs, ensuring efficient use of resources.
- Assist with identifying funding opportunities, such as grants, sponsorships, and donor contributions, to support program sustainability.

Trauma-Informed Care and Client Support

- Oversee the integration of trauma-informed care practices into all program areas, ensuring that clients receive compassionate, survivor-centered services.
- Serve as a resource for staff in crisis intervention and emergency situations, offering guidance and support when needed.

Advocacy and Awareness

- Participate in advocacy efforts and public awareness campaigns that promote the Shelter's mission.
- Support community education initiatives that prevent domestic violence and sexual assault.

Qualifications

Education

- Bachelor's degree in social work, psychology, public administration, or a related field (master's degree preferred).
- Advanced Credentialed Advocate through the The National Advocate Credentialing Program® (NACP).

Experience

- Minimum of 5 years of experience in social services, with at least 3-5 years in a program management or leadership role.
- Experience working with domestic violence or sexual assault survivors, or other trauma-affected populations.

Leadership Skills

- Demonstrated ability to lead and manage a multidisciplinary team, including hiring, training, and developing staff.
- Experience in conflict resolution and fostering a collaborative team culture.

Program and Data Management

- Proven skills in designing, implementing, and evaluating programs with measurable outcomes.
- Experience collecting and analyzing data to drive decision-making and demonstrate program impact.

Communication and Collaboration

- Excellent verbal and written communication skills, with the ability to connect effectively with diverse audiences.
- Strong interpersonal skills to build trust and collaboration with staff, clients, and external partners.

Commitment to Mission

- Passion for advocating for survivors and advancing the Shelter's mission of safety, empowerment, and education.
- Sensitivity to the needs of culturally diverse and marginalized populations.

Personal Attributes

- Empathetic and approachable, with a strong professional demeanor.
- Innovative and proactive, with a problem-solving mindset.

- Resilient and adaptable, able to manage competing priorities in a high-pressure environment.