

Women Helping Women

JOB DESCRIPTION

POSITION TITLE: Director of Court, Campus, and Outreach Services

FUNCTION: Provides staff supervision and oversees program delivery of survivor services from Court, Campus, and Outreach Advocates. Responsible for ensuring seamless system of service delivery occurs to meet the needs of diverse survivors. The Director is also responsible for developing and maintaining strong partnerships with community systems and leaders (law enforcement, hospitals, victim service agencies, etc.) to address critical responses for survivors of dating violence, domestic/intimate partner violence, sexual assault and stalking.

QUALIFICATIONS: BA/BS in Education or Human Service-Related Field or equivalent experience required. 3-5+ years of experience in field (SA, DV, crisis intervention with victims, advocacy) required. 1 to 2 years of experience delivering direct services in field required. 2-4+ years supervisory experience in field required. Demonstrated management and/or administrative ability required.

RESPONSIBILITIES & EXPECTATIONS:

Programming Leadership

Directs programming of Court, Campus, and Outreach services to survivors of domestic violence, sexual assault and stalking including:

- Communication of program goals and outcomes.
- Identification of patterns of barriers in various community systems affecting survivors of domestic violence, sexual assault, and stalking, leads in developing strategies to implement systems advocacy efforts to affect positive systems change
- Development and adoption of policies, practices, templates/tools for services provided.
- Management of the client complaint process and ensures appropriate response.
- Management and facilitation of community partner collaboration.
- Management and oversight of program budgets

Direct Supervision of Staff and Volunteers

Provides general management and oversight to supervisory staff, volunteers, and interns to ensure success of staff and Agency, and efficient use of resources. Includes:

- Creating and managing schedules
- Filling in as an advocate as necessary
- Conducting supervision meetings with staff, keeping the Vice President of Intervention Services informed of program or staff related issues. Responsible for disciplinary action and termination of staff with the Human Resources Generalist should this become necessary.
- Responsible for hiring staff, to include reviewing existing practices and recommending new hiring criteria, developing interview questions and interviewing candidates.
- Training new staff, volunteers, and interns.
- Performance Management (goal setting, ongoing performance feedback/coaching, reviews, development support, documentation as needed).

- Participating in compensation recommendations and decisions.

Advocacy Related Functions

- Ensures program services are:
 - Survivor focused to support and meet survivor/community needs.
 - Empowering to survivors, avoiding judgement and victim blaming.
 - Excellent in quality.
 - Within the scope of the Agency's vision, mission, core beliefs and values.
- Provides telephone and one on one crisis intervention, hospital advocacy, civil and criminal court accompaniment, and support group facilitation as necessary.
- Advocates for survivors based on survivor defined goals and with the consent of survivor
- Provides input to development, implementation and continuous improvement of program goals
- Provides services and/or performs duties in a manner that is consistent with agency philosophy. All performance with respect to all individuals – both within and outside of the agency – is conducted in a manner that affirms the value of diversity and which is respectful to others in regards to gender, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee status and sexual orientation

Community Leadership

- Develops and maintains effective, professional, and collaborative relationships with Agency staff, Board, and community—especially hospital system partners.
- Promotes teamwork and cohesiveness.
- Exercises discretion when representing the Agency and maintains confidentiality in interactions within community as appropriate.
- Consistently advances the Agency and promotes positive public relations.
- Affirms the value of diversity, and is respectful of others in regards to/ does not discriminate based on gender, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee status, and sexual orientation.

OTHER REQUIREMENTS: To facilitate Agency effectiveness, may be expected to take on other duties assigned.

Direct Supervision of Staff and Volunteers: 2+

ACCOUNTABILITY:	Vice President of Intervention Services
HOURS:	Full Time/Evening and Weekends may be required
STATUS:	Exempt
BENEFITS:	As stated in the current Human Resources Policy Handbook

Women Helping Women provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.