

WOMEN HELPING WOMEN: JOB DESCRIPTION

TITLE: DVERT Program Supervisor

DEFINITION: Provides staff supervision of survivor service delivery to DVERT advocates. DVERT advocates provide 24-hour on scene response in coordination with Police Departments within Hamilton for domestic violence calls. The DVERT Program Supervisor is responsible for ensuring that seamless system of service delivery occurs to meet the needs of diverse survivors, which means the Supervisor will also provide direct service delivery. The DVERT Program Supervisor also may provide crisis intervention and support, advocacy, support, information, and referral to survivors of sexual assault, domestic violence, and stalking. This includes telephone, written, hospital, court, face-to-face and support group advocacy and crisis intervention. Works consistently within the mission, vision, and values of the agency.

QUALIFICATIONS: BA/BS or equivalent college credit in Human Service Related field preferred. 1 year experience in field (SA, DV, crisis intervention with victims, advocacy) required. 1 to 2 years' experience delivering direct services in field required. Computer literacy (MS Office, databases, email, etc.) preferred. Passionate about WHWs mission. Ability to handle confidential information discretely.

RESPONSIBILITIES & EXPECTATIONS:

1. Program Related

- Provides input to development, implementation and continuous improvement of program goals.
- Demonstrates awareness of program and/or client needs when providing services.
- Demonstrates awareness of other agency programs and program goals; actively promotes teamwork, collaboration, and cohesiveness.
- Provides services and/or performs duties in a manner which is consistent with agency philosophy. All performance with respect to all individuals - both within and outside of the agency - is conducted in a manner which affirms the value of diversity and which is respectful of others in regards to gender, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee status, and sexual orientation.
- Provide critically needed intervention services including crisis intervention, hospital accompaniment, etc., for survivors of sexual assault and intimate partner violence

2. Administrative Functions

- Review DVERT advocates documentation and provide feedback/coaching when necessary.
- Review, sign and submit mileage for DVERT Advocates.
- Accurately documents time and time off per agency policy.
- Participates in the on-going process of evaluation and revising policies, procedures, and forms as appropriate.

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4. Direct Supervision of Staff

- Provides general management and oversight to DVERT staff, and interns to insure success of staff and Agency, and efficient use of resources.
- Creating and managing schedules
- Filling in as DVERT responder as necessary
- Recruit, hire, train, shadow and supervise DVERT Advocates
- Conducting supervision meetings with staff, keeping DVERT Program Director informed of program or staff related issues. Responsible for disciplinary action and termination of staff should this become necessary.
- With DVERT Program Director hiring staff. Includes reviewing existing and recommending new hiring criteria, developing interview questions and interviewing candidates.
- Performance Management (goal setting, ongoing performance feedback/coaching, reviews, development support, documentation as needed).

5. Community Involvement

- Consistently advances the Agency and promotes positive public relations
- Effectively builds relationships and partners with community- especially with local Police Departments.
- Exercises discretion when representing the Agency and maintains confidentiality in interactions within community as appropriate
- Promotes teamwork and cohesiveness with WHW's positive work culture
- 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.

6. Other duties as assigned

ACCOUNTABILITY: DVERT Program Director

HOURS: Full-time, evening, weekends, shift rotation/on-call hours required

BENEFITS: As stated in the current Human Resources Policies

Women Helping Women complies with applicable laws requiring reasonable accommodations for individuals with disabilities.