

+ Program Director

Eastland County Crisis Center



+ Job Overview

The Program Director is an innovative and positive team player who strives to help the agency reach its mission of making the world safer and free from domestic, sexual, and child abuse. This supervisory position leads the team of direct service staff and supports the Executive Director in overall program evaluation, growth, and development.

+ Essential Job Functions

- **DIRECT SERVICES (5%):** Provide advocacy services, forensic interviews, or after hours on-call supervision/participation as needed
- **MANAGEMENT (55%):** Ensure direct service staff adhere to all standards, grant requirements, applicable laws and regulations, and internal policies and procedures in regards to service delivery, training, and day-to-day operations.
- **PROGRAM DEVELOPMENT (10%):** Case review and approve monthly data entry with client services staff to identify areas of improvement & ensure integrity of statistical reporting
- **COMMUNITY DEVELOPMENT (5%):** Participate in monthly MDT meetings, community outreach and fundraising events, and occasional prevention education/training programs.
- **TECHNICAL ASSISTANCE (5%):** Serves as primary point of contact for CAC client data entry system and manage staff requests for technical assistance
- **SUPPORT (10%):** Provide statistical data, recommendations, and as needed direct assistance to the Executive Director for administrative tasks, grant writing, reporting, and overall program direction.
- **EDUCATION (5%):** Attend training to remain current on direct services delivery and supervision
- **OTHER DUTIES (5%):** As assigned or needed to support other agency departments

+ Education, Experience, and Skills

- Minimum of 2 years work supervisory experience in related field is required
- Bachelor's Degree or 5 years of human resource, non-profit, or social services work experience required
- Strong skills in conflict resolution, team building, mentorship, communication, and critical thinking required
- Bilingual in Spanish or ASL is highly desired but not required
- Experience working with families or individuals in crisis is highly desired but not required

+ Compensation and Benefits

- Competitive salary that is fully funded by grants. Grant funding is expected to continue for this position.

- Agency paid individual health benefits, retirement (5%), and reimbursement funds for cell phone and work related travel
- Thirteen paid holidays off, 12.5 hours per month of PTO, and options to work from home and/or have paid time off during bad weather closings.

+ Working Conditions

Working Conditions	Details
Hours of work	Normal Business Hours (8am-5pm); Typically 40-42 hours a week
Overtime expectations	Salary pay with no overtime pay. Extra hours generated are used as "flex time" throughout the applicable pay period.
Work environment	Individual office space in building with approximately eight other employees. Some outside work for community outreach events.
Travel requirements	Requires occasional travel for training and/or client services. Mileage for work related travel and training costs are pre-paid or reimbursed by the agency.
On-call responsibilities	Serves as supervisor on-call approximately ten days a month and on-call as direct service advocate approximately two days a month (usually during supervisor on-call timeframe)
Special conditions or requirements	<u>Must be willing and able to work after 5:00 pm and/or on weekends for client emergencies.</u>

+ Workplace Policies and Agreements

- Criminal background, child abuse, and sex offender registry checks are required for all staff and volunteers. Individuals who have a finding, charge, or conviction of family violence, sexual assault or abuse, and/or child abuse are not eligible for hire.
- Direct service delivery and any other required training is provided by the agency free of charge
- All staff and volunteers are subject to mandatory reporting laws, HIPAA, confidentiality, and other applicable laws, standards, and grant requirements relating to the investigations and direct service delivery requirements for victims of domestic violence, sexual assault, and child abuse.

+ Evaluation and Review

- Position's direct supervisor is the Executive Director
- Subject to initial 90-day probationary period followed by periodic and scheduled reviews
- Performance review metrics made available to the employee as part of new hire orientation
- Support for personal development in areas that strengthen professional goals, knowledge, and experience.