



Position: Associate Director of Domestic Violence Crisis Programs

Reports to: Executive Director

Classification: Full-time, exempt from FLSA

Work Conditions: Participation in 24-hour hotline rotation as primary and/or back-up staff as assigned; other evening and weekend hours may be required.

Benefits: Fully paid health, vision and dental insurance (no employee contribution required for standard plan). Generous Paid Time Off and paid holidays package. Option to participate in 403(b) Retirement Savings Plan.

Salary: \$55,000 annually. Additional pay for overnight hotline shifts.

Position Summary: The Associate Director of Domestic Violence Crisis Services is responsible for the successful leadership and management of Compass Center's domestic violence crisis services and longer-term supportive services. This position oversees the Director of Domestic Violence Services, Operations Manager, and the Court Advocacy and Community Response Manager. This position supervises staff, assists with grant management and evaluation, manages program budgets, provides direct client services, and engages with community partners in accordance with the Compass Center mission and policies.

Essential Job Duties and Responsibilities

Organizational Leadership and Program Management

- Lead the day-to-day delivery of domestic violence crisis programs and services to ensure quality services.
- Ensure that the domestic violence crisis services offered support the organization's mission and reflect the priorities of the Board of Directors.
- Lead the review, plan, implement, and evaluate programs and services including redesign and expansion when necessary.
- Provide leadership that encourages collaboration, transparency, creativity, problem solving, accountability, and open communication to ensure a positive, healthy, and safe work environment.
- Facilitate relationships and collective work with community partners to develop a comprehensive system of care for clients including identifying and addressing gaps in service provision and referral processes to achieve organizational goals and programming initiatives.
- Partner with the Executive Director and Finance Director to prepare the annual budget and meet throughout the year to track progress.
- Ensure agency policies and protocols are being followed. Draft and revise policies and protocols relating to clients, volunteers, and program staff for the approval of the Executive Director and Board of Directors and prepare procedures to implement the organizational policies; review existing policies on an annual basis and recommend changes to the Executive Director as appropriate.
- Assist Executive Director in identifying, evaluating, and managing risk related to the organization's people (clients, staff, management, volunteers), programs, property, finances, goodwill, and image and assist in determining and implementing measures to control risks.

Human Resources Planning and Management

- Onboard and provide training and supervision to the Director of Domestic Violence Services, Operations Manager and Court Advocacy and Community Response Manager. Support staff in maintaining high quality programming and support them in their supervision of program staff and volunteers.



Compass Center for Women and Families Associate Director of Domestic Violence Crisis Programs

- Support staff in making progressive and sustainable steps toward organizational and programmatic consistency by encouraging the creation of effective work plans and priorities, derived from the organization's strategic plan.
- Lead the implementation of agency policies, procedures, and practices including the development of job descriptions for program staff, volunteers, and interns in coordination with the Associate Director of Stability Programs
- Facilitate the organization's performance management processes for program staff.

Volunteer Recruitment and Engagement

- Responsible for leading and managing agency's volunteer and intern recruitment, program placement, training, and files to meet agency needs.
- Develop strategic partnerships with community orgs, businesses, and educational institutions to create a volunteer pipeline that aligns with the agency's mission and needs.
- Lead the bi-annual agency-wide training, including content development, in coordination with program directors to ensure high quality of training.
- Provide supervision for graduate level field practicum students from schools of social work and other programs.

Diversity, Equity and Inclusion

- Partner with the Associate Director of Stability Programs and Executive Director to advance the agency's efforts to work toward becoming an anti-racist organization
- Review current practices and policies by assessing and analyzing the extent to which they support or hinder the company's diversity goals which includes providing guidance to supervisory and human resources staff in developing objective performance evaluations and policies.
- Partner with the HR Team to recruit employees, volunteers, and interns from diverse backgrounds to uphold the agency's mission and ensure that programs meet the needs of culturally and ethnically diverse clients.
- Maintain knowledge of diversity, equity and inclusion best practices within workplace and provide guidance to staff in alignment with agency wide initiatives
- Foster a safe workplace that is cognizant of systems and their impact on staff, interns, volunteers ,and clients

Direct Client Services

- Provide direct services, as able, in the absence of program staff and volunteers.
- Provide daytime and overnight coverage for the domestic violence hotline as needed.
- Manage client feedback process; addressing grievances, quality control and any other concerns as needed.

Data & Grants Management

- Client database administration including overseeing the creation, updating, and building of database forms and reports alongside the eFiling Services Coordinator to meet agency data and reporting needs.
- Ensure proper internal documentation and maintenance of statistical records for all client services.
- Collaborate on the construction of grant applications and budgets with the Development Director, Grants Director, Executive Director, and/or Finance and HR Director.
- Manage existing grants and data needs in coordination with the Grants Director by: tracking grant obligations; developing internal reporting systems; assisting with program reporting; maintaining



records; meeting with donors as needed; facilitating site visits; and working with staff to ensure each project or program is meeting grant outcomes and expectations.

Operations Management

- Oversee the management of office operations and internal communications.
- Provide supervision and support to the Operations Manager

Administration

- Responsible for the preparation of monthly programmatic reports.
- Timely and consistent attendance at staff and program meetings.
- Responsible for participating in the on-going maintenance of a clean, organized and welcoming facility and environment.
- Other activities as assigned by the Executive Director.

Qualifications:

- Master's of Social Work, at least two years post-degree so eligible to supervise graduate student work.
- Minimum of four years of direct client experience working with victims of interpersonal violence or underserved populations and staff supervisory experience.
- Have a solid understanding of interpersonal violence and its effects on individuals and families.
- Exhibit a passion for teamwork and building trusting and empowering relationships with staff, volunteers, clients, and community partners.
- Demonstrated cultural sensitivity and the ability to work within diverse groups successfully.
- Demonstrated experience in the successful management, development, expansion, and evaluation of client programs.
- Must have the ability to implement processes and to gather, evaluate, and report statistically measurable outcomes.
- Ability to perform job duties with a high degree of initiative, professionalism, autonomy, patience, sound judgment, and with outstanding communication skills.
- Bilingual English and Spanish-speaker preferred.
- Possession of a valid North Carolina driver's license, automobile insurance, and reliable vehicle preferred.

We actively encourage diverse candidates to apply. Compass Center provides equal employment opportunities to all employees and applicants without regard to race, ethnicity, religion, age, gender identity or expression, sexual orientation, disability, national origin, genetic information, or veteran status.

To apply, please send a cover letter, resume and 3 professional references (at least 1 a direct supervisor) to employment@compassctr.org. Please include the job title in the subject line of the email. No phone calls, please. Applications will be reviewed as they are submitted and they will be accepted until the position is filled. Position start date in September 2021.