

Job Title	<i>Victim Services & Programs Manager/Exempt</i>
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Scope:

This is a high profile position requiring exemplary interpersonal skills and extraordinary communication skills. Must be able to represent The Center for Sexual Assault Survivors (The Center) professionally in the community, with a mindset of diversity and inclusion. This position manages Victims Services for a rape crisis center including the 24-hour crisis line. This position requires a high level of involvement in the operation of all services. This includes, ensuring access to services, the provision of needed services with a sustainable organizational structure, to assure a sensitive process for victims and to attain outcomes that improve victim's lives. Goals are to be obtained with a collaborative spirit and integrity, recognizing that the quality, reputation, and strategic guidance of Victim Services are delegated to this position.

Essential functions: *(Essential functions may include but are not limited to the functions listed below.)*

Access – Ensures victims know about, can find, & are able to use services

1. Provide Public Visibility and a Positive Agency Reputation
 - a. Work with Outreach to create and sustain timely, effective and informative marketing strategies for all of Victim Services
 - b. Must have a level of comfort with assisting Outreach with Media coverage – event, editorials, interviews, photos, donations, & articles, as requested
 - c. Public Speaking – in all parts of our service area, including places of worship, civic organizations and other businesses

2. Assure Victim Friendly and Accessible Services
 - a. Priority of Security and confidentiality
 - b. Assure available 24-Hour Crisis Lines
 - c. Rape Crisis Counseling & hospital response
 - d. Collaboration agreements, referral process, cross training
 - e. Participate on Committees, Needs Assessments, etc.
 - f. Maintains staffing levels to operate proficiently in a 24/7 environment

Structure – Provide needed services, trained and professional staff, & well-managed organization

1. Create and Maintain Needed Range of Assistance for Victims
 - a. Work with Executive Director to create and implement Needs Assessment (victims, public, agencies, staff, & Board)
 - b. Service Specific for Different Victims
 - c. Service Specific to Victims navigating the judicial system
 - d. Collaborations which enhance Quantity, Quality, Access, & Process of Services
 - i. Sexual Assault & Domestic Violence Task Forces
 - ii. Hospitals & Sexual Assault Nurse Examiners
 - iii. Legal Aid, Interpreters, counseling, etc.
 - iv. United Way agencies and other social services networks

2. Will work with ED to Assure Competent and Productive staff
 - a. Training and staff development – Encouraging and assisting direct reports in reaching their professional goals
 - b. Consistent and engaging communication with direction, supervision, and enforcement of policies & procedures

Process – Manage the respectful treatment of victims while in services

1. Maintain Priority of Safety for Victims and Staff

2. Assure Victim Sensitive Services
 - a. Supportive, culturally & trauma sensitive, individualized, etc
 - b. Provide Timely and Accurate Case Information to Victims

Outcomes – Ensure quality services that result in positive changes for victims

1. Assure services improve outcomes of safety and healing
 - a. Safety –Protection Orders (civil & criminal), etc.
 - b. Healing – Crisis Counseling, family support, medical issues, support group, etc.
 - c. Justice – Court Advocacy, time & accurate hearing notices, witness etc.
2. Seek Rights and Fair Treatment for Victims
 - a. Local justice officials & issues, state & federal legislation, compliance efforts
 - b. Training of justice officials, trust building
3. Provide compassionate and expert direct victim services

Other Functions:

- Other duties as assigned.
- Participate in ongoing professional development and training
- This position may be required to supervise interns/volunteers, depending on availability.

Educational Requirements:

- Master's Degree in Social Work or Human Services Field

Preferred Experience:

- At least 5-8 years of sexual assault/human services or related experience including staff supervision
- Experience with clients in crisis/victims of family violence preferred

Required Knowledge, Skills and Abilities:

- Ability to lead, evaluate and manage staff and work within a team
- Ability to think analytically
- Ability to write and implement program descriptions, implementation plans, and outcome measures
- Ability to work without daily supervision and to manage time effectively
- Knowledge of and experience working with clients/families in crisis.
- Ability to maintain personal and professional boundaries, ensuring that job performance and attitude reflects the philosophy and vision of The Center.
- Ability to work with residents from different backgrounds and cultures
- Ability to use sound judgment and discretion in working with clients.
- Ability to follow established procedures to maintain client confidentiality for all work conducted on behalf of The Center.
- Ability to work with colleagues/agency volunteers/interns as a team member.
- Ability to establish and maintain cooperative working relationships with professionals from diverse backgrounds and ability to develop community contacts for resources.
- Detail oriented & strong organizational skills, with the capacity to develop and ensure accurate and timely follow-up as well as documentation.
- Ability to express yourself orally and in writing in a positive manner that well represents The Center.
- Ability to produce forms, letters and presentations using computer software to include Microsoft Word, Excel and PowerPoint.
- Must be able to make speeches to large groups
- Ability to operate standard office equipment including desktop personal computer, telephone and fax machine.
- Good driving record, valid driver's license
- Criminal records and CPS check required

Terms: This position is a 40-hour a week, exempt position and may on occasion include some early evening work. This is a grant funded position and requirements are subject to change.

Evaluation: Evaluations will occur on a regular basis. Executive Director will evaluate the employee on a six- month (informal) and annual (formal) basis. The annual review will include a written evaluation. Continued employment is subject to employee receiving satisfactory evaluations.

Reports to: Executive Director

Salary Range: \$42,500 - \$44,000

