

Centre Safe Job Description

Director of Programs and Services

Reports to: Executive Director
Status: Full-time
Typical Work Hours: 40 Hours/Week
FLSA Classification: Exempt
EEO Category: Executive
Revision Date: May 2021

Organizational Expectations:

All employees at Centre Safe will demonstrate a commitment to our Core Values:

1. Commit to empowering survivors through trauma-informed and client-centered services that are intentionally equitable, inclusive, diverse, confidential and professional, and responsive to identified client and community needs.
2. Eliminate violence by challenging the structural inequalities and oppressions that perpetuate gender-based violence, recognizing intersectionality in the ways violence is experienced by survivors and the wider community.
3. Enhance and value our human resources through ethical stewardship of the knowledge, expertise, lived experience, and courage of spirit of the staff, volunteers, and directors, as well as our financial resources, facilities, and community relationships.

Employees are expected to become familiar with the *Centre Safe Employee Handbook* and abide by the policies within it.

All Centre Safe employees and Counselor/Advocate volunteers are Mandated Reporters of child abuse and will obtain the required clearances upon employment. All Centre Safe employees and volunteers will maintain and uphold client confidentiality under Pennsylvania State Law, specifically 23 PA C.S. 6102 and 42 PA CSA Sec. 5945.1.

Job Summary:

The Director of Programs and Services manages the overall service provision functions of Centre Safe. The Director reports to the Executive Director and through the Executive Director to the Board. The Director of Programs and Services has general responsibility for the provision of direct services, working in partnership with Team Directors to assure consistent service provision aligning with best practice in the field. As part of the Leadership Team of Centre Safe, the Director identifies and plans for the changing needs of the organization, including regular program planning and program evaluation.; shares responsibility with the Executive Director for implementing identified strategic planning goals and contributes to effective management throughout the organization. It is the responsibility of the Director of Programs and Services to embrace the culture of Center Safe and to provide stewardship of that culture. They are to demonstrate a full understanding of systems advocacy and consistently apply this knowledge to ensure the most thorough service to the populations served by Centre Safe. The Director of Programs and Services must demonstrate good listening skills, patience, and a commitment to the mission of Centre Safe.

Essential Responsibilities:

Program Management

1. Oversees the development and implementation of team/service workplans by Team Directors.
2. Coordinates the workplans and narratives for the VOCA, PCADV, PCAR, and STOP grant renewals.
3. Coordinates and oversees the preparation of all reports and other documents related to compliance with grant and contract requirements.
4. Coordinates program evaluation.
5. Serves as Direct Services Supervisor.
6. Coordinates the Direct Services Coordinating Committee and its collaboration with other programs as needed.
7. Provides case management with direct service staff as needed.
8. In collaboration with the Executive Director and Director of Outreach, represent Centre Safe to the community.

Personnel Management

Provides the following:

1. Regular meetings with Directors of direct services teams for support and supervision.
2. Orientation and training to new direct services Directors.
3. Supervision and case management for teams when Directors are unavailable.
4. Case management around mandated reports of child abuse.
5. Participation in the Advocate Training Class.
6. Direct service as needed.

Collaborative Roles

As part of the Management Team, the Director of Programs and Services helps to set the strategic direction of the organization and also assists in managing and/or contributes significantly to the following:

1. The Leadership Team of Centre Safe
2. The Administration Team of Centre Safe
3. Relationships with major funders including the Pennsylvania Coalition Against Domestic Violence (PCADV) and the Pennsylvania Coalition Against Rape (PCAR)

Other Responsibilities:

1. Participating in the Emergency Contact Director (ECD) rotation and in the provision of direct services, including the hotline, as needed.
2. May serve as an alarm responder.
3. Participating in collaborative and systems-related meetings.
4. Maintaining current knowledge in the field and attend seminars/workshops to increase professional knowledge and effectiveness.

Qualifications:

- BA, BS or equivalent degree in child and family studies, education, counseling, social work or another related field required
- Master’s degree in Social Work, Counseling or Counselor Education preferred.
- At least five (5) years’ experience in counseling, social work, or related field and the provision of direct services to survivors of domestic and sexual violence
- Ability to work with others in a team environment, valuing diversity and inclusion in all aspects of their work.
- Outstanding oral and written communication skills.
- Strong organizational skills
- Must obtain and maintain required Child Abuse and FBI clearances
- Must successfully complete the organization’s Volunteer Advocate Training post-employment
- Computer proficiency at a basic level including the ability to conduct website searches, navigate through programs and multiple screens, perform data entry, and use common word processing, email, calendar and spreadsheet programs (Microsoft Office programs preferred).
- Must understand the capabilities and functioning of the organization’s database systems.

Supervisory Responsibility:

The Director of Housing, Director of Shelter Services, Director of Counseling & Advocacy Services, Director of Volunteer Programs, and Director of the Child Access Center. Hiring and firing of these positions is the primary responsibility of the Director of Programs and Services, in consultation with the Executive Director.

Working Conditions: Typically in an office setting, computer work with requirements to travel to other offices in and around Centre County as determined by the needs of the organization.

Mental and Physical Requirements:

- Ability to solve problems of a complex nature
- Ability to apply critical thinking skills to issues of a complex nature
- Ability to clearly communicate information, verbally and in writing, expressing information at both simple and highly complex levels to various audiences

This job description is not a comprehensive list of all activities, duties or responsibilities and may change without advance notice. This job description is also not a contract for employment and does nothing to change the at-will status of employment. The employer is an Equal Opportunity Employer.

Employee Name _____ Signature _____ Date _____

Supervisor Name _____ Signature _____ Date _____