

# **Domestic Violence Services**

OF BENTON & FRANKLIN COUNTIES

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## **JOB DESCRIPTION**

### **PROGRAM DIRECTOR**

**CLASSIFICATION:** Exempt

**HOURS:** Full-Time 40 hours per week

**SUPERVISOR:** Executive Director

**SUMMARY:** Provide leadership, direction and support to agency staff. Provide advocacy, support and crisis intervention to survivors of domestic violence.

**MINIMUM QUALIFICATION:** Must be 18 years of age or older. Bachelor's degree in an applicable field. Must have current driver's license and auto insurance.

**PREFERRED QUALIFICATION:** Minimum of three years working with domestic violence survivors or in related crisis or social services field. Bi-lingual Spanish preferred but not required.

#### **EDUCATION AND TRAINING:**

20-hours initial advocacy training. 20-hours of on-going training per year.

**ESSENTIAL DUTIES AND RESPONSIBILITIES of this position include, but are not limited, to the following:**

1. Providing advocacy-based counseling; using knowledge of domestic violence, safety planning, and empowerment as required by WAC.
2. Implement crisis intervention and problem solving techniques.
3. Provide information on all DVS programs.
4. Acting as a liaison between client and community resources and services (including employment, housing, shelter services, health care, victim compensation, etc.).
5. Maintain paperwork, documentation, and reports.
6. Participate in staffing meetings and training.
7. Assist with facilities upkeep, cleanliness, and maintenance, as needed.
8. Clerical and administrative duties may include answering business calls on a multi-line telephone system; knowledge of and experience with copy machines, faxes, computers, printers, etc.; statistical data entry; and other similar tasks and duties as assigned.
9. Attendance at events in support of agency mission and fund raising.

#### **LANGUAGE SKILLS/MATHEMATICAL SKILLS/REASONING ABILITY:**

Ability to read and understand documents such as safety rules, operating and maintenance instructions, procedure manuals, and contracts. Ability to and willingness to learn to write routine reports and correspondence. The ability to apply common sense understanding to carry out instructions furnished in written and/or oral form and the ability to effectively present information and respond to questions from managers and program participants.

## **COMPETENCIES AND OTHER SKILLS AND ABILITIES:**

1. Ability to communicate and work effectively with sensitivity and tact, with all people regardless of race, gender, disability, religion, sexual orientation, national origin and other types of cultural differences.
2. The ability to work with little to no supervision.
3. The ability to organize, multi-task, and schedule time effectively
4. The ability to manage stress in a crisis environment.
5. The ability to be flexible in the scheduling of hours to include evenings, weekends, and holidays.
6. The ability to operate a computer to create documents and use e-mail.
7. The ability to operate office equipment including multi-line phone systems, security panels, and fire systems.

## **PHYSICAL DEMANDS:**

This position requires that the employee frequently, 2/3 or more of the time, stand, walk, reach, stretch, turn, twist, hear, speak, and move through restricted areas. This position also requires that the employee frequently lift and/or move objects. You must follow protocol to protect from injury. This position requires close, distant and peripheral vision to check monitors, hallways, etc. and to complete paperwork.

## **WORK ENVIRONMENT:**

Over 80% of the work is performed in an indoor setting. There is possible exposure to communicable diseases, violent acts and/or people. The noise level can range from moderate to loud.

## **DUTIES AND RESPONSIBILITIES:**

### **1. Assure Client Services through:**

- Share On-call 24 hours for staff and/or client issues and/or emergencies.
- Provide direct client services, as needed.
- Facilitate support groups, as needed.

### **2. Assure Agency and Staff operations through:**

- Interviewing and hiring recommendations of new staff.
- Oversight of staff, shelter management, and agency program volunteers. This includes reviews, disciplinary actions, job descriptions, and recognition.
- Ensure all staff has knowledge, skills, tools & resources necessary to uphold all responsibilities.
- Coordinate day-to-day agency operations according to agency policies, including scheduling of staff.
- Ensure shelter facility and staff training complies with contractual requirements at all times.
- Facilitate staff meetings, as necessary.
- Conduct Individual and Team staff meetings regularly.
- Develop and/or assist with the development of relevant policies, procedures, guidelines, internal documents and paperwork, and external documents such as fliers, brochures, e-newsletter, etc.
- Active participation in financial and program audits.

**3. Support Agency growth through:**

- Participation in agency strategic planning.
- Lead and/or participate in systems advocacy.
- Assist with fundraising events.
- Assist with agency events.

**4. Represent DVS and enhance its reputation in the community through:**

- Build one-on-one relationships with community partners to address the needs of clients and to promote system change.
- Community Education. Provide education and materials to promote public and professional awareness of DVS services, the impact of domestic violence, and the availability of services within the local community.
- Attend community and statewide meetings as directed.

**5. Oversight and maintenance of agency documentation:**

- Ensure all stats and reports are submitted timely, and InfoNet database is current, complete and correct.
- Conduct client file audits 2-3 times per year and regularly review client file policy and procedure with staff.
- Ensure staff files, including all forms and documentation, are current, complete and correct.

**ADDITIONAL DUTIES:**

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***I have read and understand the functions and requirements of this position. I understand that this is not to be considered as an exhaustive statement of duties, responsibilities or requirements and does not limit the assignment of additional duties for this position. I understand this position and employment is "at-will". This means I am free to separate my employment at any time, for any reason, and DVSBF has these same rights. I acknowledge that no oral or written statements or representations regarding my employment can alter my at-will employment status, except for a written statement signed by the executive director and me.***

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Employee Signature

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Date

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Supervisor Signature

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Date

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