

JOB VACANCY POSTING

Title: Non-Residential Services Manager

Status: Full-Time/Exempt

To Apply: A completed employment application and assessments are required to be considered for employment. The online- application and assessments can be accessed at:

<https://www.ondemandassessment.com/link/index/JP-NBHZY05D7>

Purpose/Function of Position: Manage the Non-Residential Services Program ensuring the program meets operational expectations. Oversee and ensure smooth operation of program services. Manage and supervise assigned staff ensuring performance expectations are achieved.

Duties include, but may not be limited to, the following:

- Assist in the recruitment, interviewing, and selection of employees and oversee training of staff.
- Set clear expectations and provide clear delegation of responsibilities, oversight and daily supervision of assigned staff.
- Ensure that all employees under your supervision are meeting performance expectations and take actions as necessary to bring employee performance to acceptable standards.
- Ensure that all non-residential services remain available and are accessible to clientele, utilized at a maximum, and that victims' needs are met in an appropriate, non-discriminatory manner.
- Oversee and ensure smooth operation of program services, regularly evaluating effectiveness, appropriateness, service delivery and cost efficiency.
- Provide a means for education on domestic violence and sexual assault topics for the general public, other professionals, and civic organizations, coordinate and oversee educational presentations by assigned staff.
- Ensure assigned staff is completing an assessment and service plan for all victims focusing on clients' individual needs and aiding clientele to utilize appropriate services provided by the agency.
- Ensure staff are advocating for victims by providing appropriate referrals for services with other agencies and information focusing on improving clients' quality of life.
- Participate in community level work, such as community mobilization, coalition building, and policy education related to the prevention of domestic and sexual violence.
- Participate collaboratively with the Leadership Team, and other staff as needed, make recommendations to developing and maintaining appropriate services for victims of domestic and sexual violence
- Assist with preparation of grant proposals and contracts and other reports and ensure compliance with all agency contracts funding portions of client services.
- Participate with the Leadership Team in long-range planning to ensure continuing quality service delivery, and to develop new programs to meet the needs of victims and the community.
- Make public appearances to interpret the services of the agency to the community.
- Maintain professional conduct and represent the Agency in a professional manner

EDUCATION: Bachelor's degree in human service field or equivalent experience.