



JOB DESCRIPTION **Domestic Violence Client Services Manager**

Position: Domestic Violence Client Services Manager

Department: Support Center

Supervisor: Executive Director

FLSA Status: Full-time Exempt

Salary: DOE

Position Function Summary:

This position is a member of the Executive Team and under the direct supervision of the Executive Director. The Domestic Violence Client Services Manager works collaboratively with the Executive Director and the non-residential services team to ensure program effectiveness, participant record compliance and that services are being delivered to participants in a timely and effective manner. Participants include survivors, Path to Peace program participants (court-ordered offenders) and children of domestic violence survivors through the Seeds of Hope program. The Domestic Violence Client Services Manager will also oversee and, as necessary, assist with intakes and assessments, facilitate groups in absence of DV advocate and court advocacy referrals.

Some group sessions will take place in the evenings on Monday-Thursday, therefore the ability to work evenings is required. This is a full-time salaried exempt position.

Essential functions and primary responsibilities include, but are not limited to the following:

Essential Functions, Duties, and Responsibilities:

The following statements are essential functions of this position and not intended to be all inclusive; rather, they are intended to describe the general nature and level of work to be performed. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of the incumbent, and an employee may be directed to perform other reasonably related job duties and responsibilities. Esperanza Shelter reserves the right to revise or change the job duties and responsibilities as the need arises, based on business needs, and this job description may be updated accordingly. The job description does not constitute a written or implied contract of employment.

Program Planning, Oversight and Evaluation

- Work collaboratively with Executive Director, Executive Team and other staff to provide services that are trauma-informed and follow best-practices.
- Responsible for overseeing group psychoeducational curriculum.
- Develop work plans by funding source and assists in writing grants.
- Monitor program activities to ensure activities are aligned and in full compliance with proposed services, objectives are met and program staff is on track to meet goals.
- Attend all relevant funding source meetings, training and events to stay current on contractual related matters.

- Assist with managing and analyzing the collection of accurate participant documentation and program service data in compliance with contract and grant reporting requirements.
- Develop, manage and maintain effective community partnerships and contribute in any necessary community consultations and/or collaborations.
- Identify best practices to ensure services and programs are implemented in accordance with public and private contract and funding source requirements, goals, objectives, outcomes and practices.
- Analyze participant satisfaction and program effectiveness (internal tools/external trends), report findings to Executive Director and develop new evaluation /feedback systems as needed.
- Assist the Executive Director with grant reporting, budgeting, and strategic planning.
- Knowledge of cultural diversity. Ability to effectively interact with co-workers and participants with diverse ethnic backgrounds, religious views, cultural backgrounds, life-styles, and sexual orientations and treat each individual with respect and dignity.
- Willing to travel for off-site meetings, training, and seminars.
- Participate in meetings, education and training opportunities as required.
- Work with coworkers and management to meet the developing needs of the organization.
- Ensure staff remain in compliance with all agency policies and procedures.
- Ensure staff remain in compliance with all city, state, federal and private funding guidelines.
- Assist with conducting participant intake and assessments, legal advocate services and protection orders as needed.
- Provide individual therapy sessions to assigned participants.
- Facilitate and oversee psychoeducational groups as needed.
- Handle participant concerns or complaints regarding DV advocacy problems.
- Participate in any necessary community consultations and/or collaborations.
- Other duties as assigned by supervisor.

Management Expectation

- Positive contributing member of the executive management team.
- Flexible and able to work cooperatively under pressure.
- Experience in management of employees and volunteers.
- Strategic thinker who is able to lead and establish goals for department based on agency needs.
- Positive, influential and cooperative attitude that will assist and contribute to overall agency growth and success.

Supervision Exercised

- Manage non-residential team of employees.
- Work with staff to create and execute operational plans.
- Manage and lead staff as they provide advocacy services to participants.
- Ability to lead and motivate a team in order to meet goals, metrics and expectations.
- Able to candidly and professionally coach and counsel high performing as well as low performing employees.

POSITION QUALIFICATIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required for the position, but is not a comprehensive list. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications:

- Outstanding communicator (verbal and written) and an aptitude for public speaking, training and partnership building with both participants and staff.
- Proven track record of managing public and private grants and/or contracts for programs.
- Proficient in Microsoft Office programs (Word, Excel, PowerPoint, etc.).
- Superior record with meeting deadlines and juggling multiple tasks and projects.
- Demonstrated ability to represent the agency and programs at local and statewide conferences, public hearings and other events.
- Must be available to work (including on-call availability) in the event of an emergency on weekends, before and after regular business hours (9:00 am to 5:00 pm) for events, outreach activities, trainings and to meet program and administrative deadlines.
- Able to maintain confidential, accurate, and complete records including daily activities, monthly, quarterly and annual reports, etc.
- Valid New Mexico Driver's License.
- Must have and maintain an Esperanza-insurable driving record, and must provide proof of current liability insurance meeting or exceeding State-required minimum coverages.
- Must be able to pass a CYFD background check, TB and drug test.
- Must have at minimum of 2 to 4 years related experience including working with domestic violence victims.
- Demonstrate extensive knowledge and skills in counseling and case management techniques with individuals and groups.
- Experience with conflict resolution and de-escalation techniques.

Desired Qualifications:

- Knowledgeable about the dynamics of domestic/intimate partner violence including impacts and responses, types of abuse, the cycle of violence, effects of exposure, safety planning, warning signs and escalation, addressing risk assessments, abusive vs. healthy relationships and understanding power and control tactics vs. respect and equality.

Education and Experience:

Required:

- Must possess a Master's degree in social work, human services, psychology, counseling or related field.
- Must possess a current NM LMSW, LMHC, LISW or LPCC license.
- Three to five years of progressive mid/lower level management and supervisory experience in a nonprofit setting.

Language Requirements:

Required:

- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from vendors, contractors, donors, participants, supervisors, employees and coworkers.
- Fluent in speaking, reading and writing Spanish.

Shared Responsibilities:

As a requirement of their employment, all Esperanza employees are expected and required to follow and adhere to the following job responsibilities:

- Support the mission, vision, values, and goals of Esperanza Shelter, Inc.
- Deliver excellent service to all individuals.
- Adhere to all company policies and procedures.
- Follow all safety policies, guidelines and work rules and participate in trainings.
- Practice good stewardship of Esperanza property and follow policy.
- Act in a professional manner at all times.
- Function from **integrity, honesty** and **loyalty** in all activities concerning Esperanza.
- Follow the current Esperanza Strategic Plan initiatives and goals determined on a yearly basis.
- Maintain and support a team environment within the workgroup, and with other departments.

Tools and Equipment Used:

- Office equipment – Computers, land-line and cell phones, copy machines, projectors

PHYSICAL & MENTAL DEMANDS and WORKING CONDITIONS

The physical and mental demands, and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Visual Acuity:

- Must have visual acuity and manual dexterity to use computer.

Hearing:

- Constant need (100% of the time) to communicate with staff, participants, donors, volunteers, and contractors.

Speaking:

- Constant need (80% to 100% of the time) to verbally communicate with staff, participants, donors, volunteers, and contractors.
- Must be able to make individual, small group, and large group presentations as required by position.

Driving/traveling needs:

- Must have a valid New Mexico driver's license and automobile insurance coverage

Mental Demand:

- Effective performance requires continual thinking and attention to work/detail demanded by the essential functions of the job.
- Frequently may be requested to work non-standard work hours as required to fulfill job responsibilities – including evenings and weekends.

Environment/Working Conditions:

- Indoors (50% to 100% of the time).
- Outdoors (10% to 20% of the time).
- Lifting, pushing, pulling, walking, climbing (10% - 50% of the time).

Reasoning Development:

- Must be able to apply principles of logical thinking to define problems, collect pertinent data, establish facts, draw valid conclusions and initiate appropriate courses of action.

Required Competencies:

To perform the job successfully, an individual should demonstrate the following competence in executing the essential functions of this position.

- Problem solving – identify and resolve problems in a timely manner by gathering and analyzing information skillfully.
- Interpersonal skills – maintain confidentiality, remain open to others' ideas and exhibit a willingness to try new approaches.
- Managing Up - ability to exercise good judgment and manage communications with supervisor and/or agency leadership.
- Oral communications – speaks clearly and persuasively in positive or negative situations.
- Written communications – ability to write clearly and complete required reports with good grammar.
- Planning/organizing – prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Quality control – demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability – adapts to changes or chaos in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events. Thrives in fast-paced, intense and unpredictable environments.
- Dependability – consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Safety and security – actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- A high level of confidentiality must be maintained at all times.
- Self-care skills – models and practices self-care skills to prevent compassion fatigue and secondary trauma. Is able to self-assess and ask for help from their direct supervisor when showing signs of burn out.
- Multi-cultural skills – ability to self-assess personal biases and understand how they affect judgment and interactions with participants and customers. Experience and ability to effectively work with multi-cultural populations, specifically the culturally diverse population of Northern New Mexico.

Esperanza Shelter (www.esperanzashelter.org) has served Santa Fe County, The Eight Northern Pueblos and three Pueblos south of the City for over forty years. Esperanza opened its doors at a time when the concept of helping a woman leave an abusive situation was unique and contrary to domestic and religious cultural norms. The majority of the survivors that rely on Esperanza's services are still women and children, although some victims of abuse are men. Domestic abuse does not discriminate. Violence and other forms of abuse exist in intimate partner relationships across all socio-economic boundaries, ages and within our LGBTQ community.

Today, Esperanza continues to provide secure shelter as well as prevention education, community outreach, advocacy, counseling, therapy, life skills and group support both in shelter and in nonresidential programs. Our court ordered Path to Peace program is also an important component of our services. More than 90% of our participants who use violence have either witnessed or experienced abuse as children. Through individual and group counseling, Esperanza helps these participants to stop the behaviors of power, coercion and control.

AGENCY VALUES

Respect – We respect colleagues and participants through words and actions. We handle conflict directly through respectful dialog.

Compassion/Empathy – We approach each other with kindness, compassion, empathy and curiosity even if we do not understand another's actions or words.

Collaboration/Teamwork – We collaborate and think about how our actions may affect the team. When possible, we approach projects as a team and make space for all voices to inform decision-making.

Accessible, Culturally Responsive and Trauma-Informed – We commit to creating environments, policies, program services, staff competency and educational outreach which embody these principles.

Social Justice – We seek to understand the day-to-day impact of unconscious bias, micro-aggression, historical and cultural trauma/oppression and how it impacts marginalized groups in our society. We do our best to identify our own biases and privilege while promoting social equity.

Community Connection/Collaboration – We value and support our community partners through collaboration, sharing of resources and supporting their missions.

Transparency – We are committed to open dialog about our policies, benefits, compensation, grant management, fiscal management, service delivery outcomes, lessons learned and strategic road maps.

Authenticity/Integrity – We believe authentic relationships provide safe spaces to heal trauma. We believe that both individual and organizational integrity are critical to our continued success.