

HAVEN
Client Services Program Director

RESPONSIBILITY

This position is responsible for the oversight of all aspects of the Client Services, Shelter, Housing and Family Violence Prevention Specialist (FVPS) programs, including program development and supervision of managers. The person in the role will ensure that programs and activities are consistent with the agency's mission and values, and promote an atmosphere of empowerment for staff, volunteers and those served by the agency.

ACTIVITIES

Program Management:

- Maintain successful oversight of agency 24-hour crisis intervention services, shelter program, housing program and FVPS program.
- Monitor the quality and effectiveness of client services programs and develop strategies for improvement.
- Ensure that program activities operate within the policies and procedures of the organization.
- Develop protocols, policies and procedures for new programs or initiatives.
- Participate in the hiring of agency staff.
- Work with Business Administrative Director to create client service program budgets and work with Managers to maintain annual budgets.
- Assist in preparation of grant reports and statistical analysis.
- Liaison for the agency with the Family Justice Center.
- Work with Office Manager to oversee the implementation of safety policies and procedures and maintain quarterly safety meetings and trainings for staff.

Supervision:

- Provide support and guidance to staff and volunteers to help them maximize their potential.
- Maintain positive staff morale and working environment.
- Supervise and evaluate staff including the Manager of Client Services, Shelter Manager, Housing Specialist, FVPS Supervisor.
- Oversee system for conducting annual performance reviews and provide annual evaluations for all direct reports.
- Identify professional development opportunities for staff to enhance service provision.

Provision of Client Services:

- Provide coverage for the provision of client services as needed.
- Provide staff backup for night and weekend coverage as needed.

OTHER

- Assist in special projects and assignments as required for the effective operation of the agency.
- Participate on Management Team for the agency.
- Assist in Strategic Planning processes.
- Act as staff liaison to Board Facilities and Program Committees.

QUALIFICATIONS

EDUCATION: Masters Degree strongly preferred.

SKILLS: Strong management and supervisory skills. Experience with supervising staff and/or volunteers required. Demonstrated written and oral communication skills with strong computer proficiency. Crisis intervention, group facilitation and advocacy skills preferred. Must complete 30 hour advocacy training prior to the provision of direct services.

KNOWLEDGE: Understanding of issues relating to crisis intervention; sexual and domestic violence; and challenges of a community-based crisis center.

TRAITS: Flexible, compassionate, dedicated, passionate about the issue of sexual and domestic violence; ability to present oneself in a professional manner; be culturally sensitive; team player.

STATUS OF POSITION

40 HOURS PER WEEK – EXEMPT Salary – Benefits Eligible

LEVEL: Director

REPORTS TO: Executive Director

To apply, please send your cover letter and resume to Executive Director Kathy Beebe at kbeebe@havennh.org, by January 11, 2019.