

Position Posting: Family Justice Center Manager

Posting Date: August 15, 2019

Position Title: Family Justice Center Manager

Classification: Nonexempt, Full-time

Reports to: Advocacy & Education Director

Primary Office Location: Family Justice Center, Orange County

Anticipated Start Date: October 1, 2019

Safe Homes of Orange County is a not-for-profit 501(c) (3), which has grown from a grassroots, small group of committed individuals in 1986 to an organization, leader, and resource in the field of intimate partner violence and human trafficking advocacy and services provision. Our many programs include a Family Justice Center, emergency shelter, legal program, anti-trafficking program, individual and group support, advocacy, therapeutic counseling, Risk Reduction Response Programs, systems-based advocacy and collaboration, community education and outreach, throughout Orange and Sullivan Counties.

Role Summary:

The Family Justice Center Manager is primarily responsible for managing the day-to-day operations of the Family Justice Center, ensuring coverage of the agency's 24-hour hotline and Family Justice Center, ensuring the provision of direct services to victims/survivors of intersecting forms of violence and abuse. They directly supervise Family Justice Center-based staff who serve individuals around needs arising from, but not limited to, intimate partner violence, human trafficking, teen dating violence, sexual violence, and other types of crime victimization.

Duties and Responsibilities (shall include but not be limited to):

Supervisory Responsibilities

- Provide day-to-day guidance and oversight for staff within the Family Justice Center.
- Coordinate advocate schedules and ensure adequate coverage of the agency's 24-hour hotline and Family Justice Center during hours of operation.
- Hire, train, supervise, motivate, evaluate and develop Family Justice Center-based staff, including Advocacy Support Aide, Family Justice Center Advocates, and Hotline Advocate; and supervise interns and volunteers, as assigned.
- Assign duties and monitor quality of work; assure staff uphold organizational policies, procedures and regulations.
- Participate in assigned taskforce and coalition meetings.
- Provide presentations regarding agency mission and services, as requested.
- Provide telephone or in-person on-call support during evenings, overnights and weekends.

Program-Related

- Attend and actively participate in regular supervision with Advocacy & Education Director.
- Provide regular supervision for assigned staff; ensure opportunities for support, coaching and mentorship.
- Actively contribute toward and attend program-specific and agency-wide staff/team meetings.
- Attend and actively participate in webinars, in-service trainings, and external trainings, as appropriate.
- Coordinate, plan and actively participate in awareness month activities and agency events for clients.
- Proactively monitor the overall condition of the agency and ensure the maintenance of a clean, welcoming environment for individuals accessing services.

Administrative

- Maintain the confidentiality of clients, staff, volunteers, and agency information. Exceptions include information pertaining to child abuse, danger to self or others, or in response to an authorized release of information.
- Adhere to and uphold agency policies and protocols related to the security of electronic client service records.
- Maintain and ensure the highest levels of accuracy in recordkeeping and reporting, ensuring that all client records and documentation work activities are complete and up-to-date.
- Coordinate and compile accurate statistical collection and assigned reporting, including monthly hotlines, Family Justice Center services, national census data and grant applications.
- Ensure timely response and follow up to email communication and voicemail messages.

Organizational Relationships

- Contribute toward fostering inclusive and supportive work environments throughout the agency.
- Work closely and collaboratively with Advocacy & Education Director and other supervisory staff, as appropriate, to understand and accomplish position responsibilities.
- Work closely and collaboratively with agency staff within the Family Justice Center, residential settings, and collocated office spaces.
- Work closely and collaboratively with community partner organizations while supporting client advocacy needs.

Other

- As needed and available, provide culturally-informed, trauma-responsive crisis intervention, and nonjudgmental, supportive comprehensive services to clients, including, but not limited to: assessments; intakes; individual and/or group supportive counseling; advocacy and accompaniment; follow-up contact, as safe and appropriate, and outreach; and information and referrals.
- Provide clients with information regarding the NYS Office of Victims Services, assist with filing applications for OVS compensation, and serve as a liaison between clients and OVS.
- Other duties as assigned by immediate and/or other supervisors.
- Staff members are encouraged to be flexible and responsive to changes in scope of duties.

Work hours: Primarily Monday through Friday with flexibility around evenings, weekends and holidays required.

Requirements:

- 4-year degree in criminal justice, social work or related field, or equivalent work experience providing direct crisis counseling and/or advocacy services to victims/survivors of intersecting forms of violence and abuse.
- 3-5 years' direct service with strong detail orientation, problem solving and crisis intervention skills.
- Prior supervisory experience preferred.
- Experience in supporting staff orientation and training as well as fostering a sense of cooperation and teamwork.
- Ability to navigate competing priorities and integrate macro functioning of the agency into decision-making.
- Commitment to working from an anti-oppression, harm-reduction, and trauma-responsive approach; and to social change through active participation in working towards ending gender-based violence, racism, classism, sexism, ageism, homophobia, ableism, and all forms of oppression.
- Ability to work independently as well as cooperatively with a team, with a willingness to appreciate different points of view and problem solve in a constructive manner.
- Investment in ongoing professional growth and development, learning, and skill-building.
- Excellent written and oral communication, organizational and time management skills.
- Ability to model and uphold appropriate boundaries in work with clients, colleagues, supervisors, and community.
- Experience with data management and knowledge of Microsoft Word, Excel and Power Point, and other databases.
- Ability to lift up to 50 pounds, navigate stairs, and periods of sitting, standing and movement required.
- Travel extensively between the agency's office sites and other locations throughout the service region.
- A valid, insurable driver's license and reliable transportation.

Desired:

- Bilingual/bicultural candidates strongly encouraged to apply.

Conditions of Employment:

- All jobs contingent upon successful completion of certain background checks which, unless prohibited by applicable law, may include criminal history, employment verification, education verification, DMV checks (for driving positions), State Central Registry, State Exclusion List, and fingerprinting.

NO PHONE CALLS PLEASE.

Applicants may email, mail, or fax resume **with** cover letter, including why you are interested in this position:

Subject line must read: Family Justice Center Manager

Attention: Hiring Team

Safe Homes of Orange County is an equal opportunity employer committed to a diverse, culturally inclusive work environment and prohibits discrimination due to race, color, age, religion, sex, sexual orientation, gender and identity, disability, and national origin in employment and delivery of services. All are encouraged to apply.

This description reflects the principal functions of the job for the purpose of job evaluation. It should not be construed as a detailed description of all work requirements of the job nor shall be construed as giving exclusive responsibility for every function described.

Email: admin@safehomesorangecounty.org
Fax: 845-562-2216

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