



Job Description
Community Program Director
(Full-time, Regular, Exempt)
November 2018

Our Mission

Safe Passage is dedicated to creating a world free of domestic violence and relationship abuse.
We support survivors and their families.
We engage our community.
We advocate for systemic change.

Safe Passage provides individualized support to address survivors' holistic needs for safety and healing in the aftermath of domestic violence and relationship abuse. Our programs include emergency shelter, trauma-informed counseling and support groups for survivors, families and children, community engagement and prevention, and individual and system advocacy.

Expectations of all employees

In the performance of essential and general job responsibilities, all Safe Passage employees are expected to:

- Demonstrate commitment to Safe Passage's mission and principles of diversity and inclusion
- Represent Safe Passage in a professional and competent manner to clients, organizational partners, and other stakeholders
- Perform quality work within deadlines
- Work effectively as a team contributor on all assignments while contributing to a positive working environment for staff and volunteers
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations

Position Purpose

The Community Program Director has primary responsibility for the development, implementation, maintenance, and assessment of the community-based program and associated services strategy at Safe Passage. The Community Program Director is accountable for Safe Passage's strategic and programmatic goals and key performance indicators pertaining

to program effectiveness, operating efficiency, and contract compliance. In support of these responsibilities, the Community Program Director provides leadership and coaching to Safe Passage's community program staff, including counselor-advocates and volunteers.

Reports to: Associate Executive Director

Supervises: Community Program team members

Essential Responsibilities

Programs & Associated Services

- Proposes, plans, implements, maintains, and evaluates Safe Passage's community-based program and services to people who are experiencing or have experienced domestic violence, including individual and group services provided on-site, in the community, or via telephone or other technology.
- Ensures open and regular communication with management staff, committees, and the Board of Directors regarding performance of the strategic plan with regard to programs.
- Work cooperatively with the Director of Finance and Administration, Associate Executive Director, and other managers to prepare and manage annual program budgets and timelines.
- Ensures the implementation of agency policies and protocols.
- Assures that all services provided by paid staff and volunteers meet the criteria and qualifications for counselor privilege according to MGL 233 Section 20(K).
- Provide routine on-call coverage, during the regular workday and overnight, and on weekends and holidays, in rotation with other direct service staff.

Community Connections and Engagement

- Represent Safe Passage in efforts to coordinate and improve systems and organizations toward a survivor-centered and trauma-informed community, in accordance with the agency's strategic plan.
- In strong collaboration with the Community Engagement Department, establish, strengthen, maintain, and document service-based collaborations with allied organizations and direct members of the Community Program team to manage these collaborations, consistent with agency strategic priorities.
- Develop and strengthen agency referral network to respond to clients' needs including basic needs, housing, public assistance, immigration issues, employment, education, children's issues.

- In strong collaboration with the Community Engagement Department, conduct and oversee the participation of the community program team in outreach and training related to Safe Passage services and domestic violence prevention and education.
- Create a supportive and welcoming environment for volunteers, specifically those serving community programs, and support community program staff in their efforts to train, supervise, and support volunteers.

Administration & Staff Management

- Oversee the collection and maintenance of client records for service provision, program evaluation and reporting purposes in accordance with Safe Passage's confidentiality and privacy policies.
- At the direction of senior management, recruit, interview and select program staff.
- At the direction of senior management, onboard, supervise, coach, and evaluate program staff including the establishment and maintenance of a performance management process.
- Contribute to program development, grant application content, and grant reporting to ensure the continuation of programs and services.
- Monitor and approve all budgeted program expenditures in accordance with the annual program budget.
- Prepare reports for management, board, and funders regarding program performance.
- Collaborate with other managers and directors to ensure consistency of program standards and agency policy compliance across the agency.

Required Qualifications

- Minimum three to five years of experience in program management in a human/social service environment. Experience in strategic and/or program planning, implementation, and evaluation.
- Experience providing direct services in a community-based organization.
- Demonstrated knowledge of, commitment to, and/or experience working with marginalized and underserved populations.
- Knowledge of domestic and sexual violence.
- Commitment to equality and social justice.
- Experience working in a diverse, multicultural workforce.
- Extensive knowledge of community resources, including basic needs, housing, employment, criminal justice, and culturally-specific services.
- Previous responsibility for department budget.
- Demonstrated success in personally building, developing, and retaining strong, positive relationships with staff, clients, and organizational partners.

- Proficiency across the following skills: Oral and written communication, collaboration, organization, and computer / technology.

Preferred Qualifications

- MSW or similar master's level, human service degree. Candidates with non-traditional educational pathways and commensurate life/work experience considered.

Experience A Plus

- Bilingual (English/Spanish)

Work Hours

This position is 35 hours per week, generally M-F, 9-5. Occasional evening and weekend commitments will be required.

Classification, Benefits, and Compensation: This is a regular, full-time, overtime-exempt position. We offer a comprehensive benefits package. Starting salary will be competitive and based on experience and qualifications.

To Apply: Send cover letter and resume to sjobs@safepass.org with the subject line of "Community Program Director." This employment opportunity was posted May 23, 2019. The search will remain open until filled; however, we will prioritize applications received by June 13, 2019.

For more information about Safe Passage and domestic violence, visit our website at www.safepass.org.

Safe Passage works on a daily basis to earn its position as a justice-centered employer of choice in Western MA. Toward this goal, Safe Passage is an Equal Opportunity Employer with a strong organizational commitment to the achievement of excellence, diversity, and inclusion among staff.