

Program Director Job Description

Founded in 1979, HAVEN is the nonprofit serving survivors of domestic violence in Gallatin County, Montana. HAVEN started as a small nonprofit focused on sheltering survivors, but a strong commitment to social justice and a grassroots approach has helped HAVEN become a leader in the field of rural domestic violence prevention and intervention. HAVEN has an ambitious vision for the future, one in which everyone is safe in their relationship. HAVEN is seeking a Program Director to help improve and expand programs and wraparound services for survivors of domestic violence.

HAVEN is dedicated to maintaining an organizational culture that is built upon shared values of respect, inclusivity and commitment to ending domestic violence. The successful candidate will enthusiastically work with staff leadership to support everyone working on the front lines to promote healthy relationships.

This position reports to the Executive Director and is responsible for managing the day to day operations and staff of HAVEN's 24-hour support line, emergency shelter, and community-based programs. The Program Director has a range of responsibilities in the areas of program development, administration, data monitoring, grant reporting, fiscal management, and personnel management.

The Program Director is responsible for developing, implementing and overseeing best practice models for HAVEN's programs; for managing all aspects of contract compliance; and for overseeing the services provided to HAVEN participants. The Program Director will ensure services are delivered to HAVEN participants in a consistent, participant-centered, trauma-informed, empathetic, and non-judgmental manner. To measure the success of our programs, and inform how programs can be improved, the Program Director will ensure accurate and effective data collection, program evaluations, report preparation and the timely submission of all reports.

RESPONSIBILITIES:

Personnel and Program Management (45%):

- Ensure the 24-hour support line and all programs are adequately staffed, providing coverage for direct service staff and volunteers in emergency situations and special circumstances
- Develop and implement staff training as needed
- Provide leadership and supervision of HAVEN's lead advocate and outreach coordinator
- Help lead advocate support and supervise HAVEN's three survivor advocates
- Develop and support professional development opportunities that will help further the knowledge and skills of direct service staff while enhancing programs and services
- With support from the Executive Director, oversees the development, implementation, evaluation, and enhancement of HAVEN's programs and services, ensuring that the programs and services offered are consistent with community and participant needs and donors' expectations; contributes to the organization's mission; and determines program priorities that reflect those identified in the strategic plan

Data Collection (30%):

- Manage and maintain HAVEN's electronic participant management system
- Ensure accurate and timely data entry by all staff
- Prepare reports as required by government grants or as requested by Executive Director
- Use data to monitor and evaluate the successes and challenges of HAVEN's programs and services to find new, innovative ways to improve participant outcomes

Financial (5%):

- Assist with the preparation of grant proposals to acquire funding for programs
- Follow purchase order procedures

Organization (10%):

- Maintain an up-to-date direct service procedures manual and shelter policies with supervision from the Executive Director
- Propose policy and procedures manual changes to Executive Director

Interagency Networking (10%):

- Facilitate monthly Domestic Violence Response Team meetings
- Attend Sexual Assault Response Team meetings, and participate in coordinated community response efforts to create change that improves outcomes and conditions for victims of violence
- Actively foster and maintain positive relationships with local community organizations and partners

Other:

- Provide support and participate in fundraising activities as requested
- Other duties as requested by the Executive Director

QUALIFICATIONS:**Required Qualifications**

- Minimum 2 years direct service experience in crisis program management, domestic violence program, in a social service setting or similar environment
- Minimum of 2 years demonstrated success with program management and staff supervision
- Professional experience working with victims of domestic violence, sexual assault and stalking
- Highly organized, accurate, flexible, innovative, and positive attitude
- Available to respond to emergency shelter situations outside of business hours
- Experience building and fostering a staff-team, providing guidance and valuing staff accountability
- Advanced computer skills in word processing, data base management, and Excel spreadsheets

Preferred Qualifications

- Master's Degree in related field or equivalent experience
- Full professional proficiency in Spanish
- Knowledge of Montana laws for domestic violence, sexual assault and stalking
- Experience with coordinated community response teams or experience with community organizing to create social change

Successful Candidate Will Possess

- Commitment to open communication and active listening
- Ability to handle multiple concurrent tasks and meet deadlines
- Ability to make decisions under high-stress conditions
- Excellent written and oral communication skills
- Attention to detail and a commitment to accuracy
- Proven ability to establish positive community relationships with partner agencies
- Openness to change
- Expertise in providing direct services and proven understanding of diversity and cultural competency

This is a full-time, salaried position, exempt from overtime. Some evening and weekend work will be required. There is a six month probation period for this position.

HAVEN offers a competitive salary, as well as a comprehensive benefits package. Employment is contingent upon successful completion of a background check.

HAVEN strives for a fully inclusive work environment and provides equal opportunities for all employees and applicants without regard to race, creed, color, sex, national origin, ancestry, religion, age, disability, sexual orientation, or marital status.

How to apply:

Please submit a cover letter and resume to Lindsay Duckworth at programdirector@havenmt.org by 5pm on Wednesday, October 11th. Incomplete and/or late applications may not be considered. No phone calls please.