

Program Manager – Emergency Services (Days)

Full-time/Benefits Eligible
Bilingual (English/Spanish) Preferred



Position Schedule: Monday through Friday 8:30 pm to 5:00 pm *

*Flexibility is needed to work outside of this schedule to assist with time sensitive matters and ensuring employees working on weekends receive adequate supervision.

Emerge Center Against Domestic Abuse provides domestic abuse intervention and prevention services, and is the largest domestic abuse service provider in Southern Arizona.

We're committed to making our community a safer place for everyone. Join us!

This position manages all domestic abuse services provided to individuals at emergency shelter on the day shift and through the hotel program. Share on-call responsibilities with Evening Program Manager. Responsible for values-based employee development, performance and service delivery. Ensures compliance with all regulatory, legal and funding requirements.

ESSENTIAL DUTIES

- Performs various administrative and programmatic functions related to the daily operations of domestic abuse services including data collection, documentation and compliance with all funding requirements
- Implements protocols and procedures for domestic abuse programming in shelter in collaboration with the Director of Emergency Services
- Supervises and directs professional employees assigned to the evening shift at the emergency shelter and, to ensure uniform interpretation and application of agency policies and program protocols and procedures
- Collaborates with the Program Manager - Family Services, Director of Emergency Services, Program Manager (Evening) – Emergency Services, and clinical employees to ensure consistency in programming offered at shelter
- Ensures direct service employees implement program protocols and curricula as intended, and provides coaching and training as necessary that will include "in the moment" coaching and guidance on managing participant situations and observation of staff sessions with participants
- Conduct site meetings and employee meetings to ensure team building and operationalization of a trauma informed approach is happening with all employees
- Oversees, manages and responds to all risk management issues at direct service sites in accordance with the Emerge Incident Report and Notification Policy, and in collaboration with the Director of Emergency Services
- Communicates significant risk issues to Director of Emergency Services and Operations Manager
- Supervises and directs professional employees in shelter related to ensuring that participants' daily needs are satisfied and the shelter systems and functions operate as intended
- Coordinates and oversees group and individual services provided to participants at shelter, under the direction of the Director of Emergency Services
- Ensures high quality values-based service delivery at all times
- Participates in interviewing and training employees, interns and volunteers
- Educates, trains and coaches direct service employees to ensure they are equipped to be effective domestic abuse professionals and engage in values-based performance
- May have to respond to emergencies or other time-sensitive matters after normal business hours
- Managers must maintain a continual pulse on the goings-on in their areas of responsibility and will be expected to rotate their shift and days on site to ensure that employees working on all days of the week and overnight receive adequate supervision
- Provide back-up support to the Program Manager (Evening) – Emergency Services as necessary

- Rotate on-call responsibilities
- Supervises direct service volunteers and interns placed at program sites
- Addresses program participant complaints and facilitates use of the Client Grievance procedure
- Ensures all information (narrative and/or data) for reports is submitted in a timely manner
- Appropriately maintains accurate information in the client services database
- Adheres to agency policies and procedures and all City, County, State and Federal rules and regulations

QUALIFICATIONS

- Bachelor Degree
- Three years related experience in the social service field and/or in the area of domestic violence
- Supervisory or management experience in a social service setting
 - Or an equivalent combination of education and/or experience
- Bilingual (English/Spanish) preferred

REQUIRED COMPETENCIES

- Ability to articulate and demonstrate values based leadership
- Knowledge of program development techniques
- Knowledge of the dynamics of domestic abuse issues, crisis intervention and case management
- Effective listening
- Excellent written and oral communication
- Excellent presentation skills
- Knowledge of the impact of trauma
- Knowledge of group facilitation and dynamics
- Ability to assess potential crisis situations and take appropriate action
- Ability to work well independently and be self-motivated
- Proficient computer skills including e-mail, calendars, document processing, spreadsheets and databases
- Ability to travel within service area

OTHER REQUIREMENTS

- Appropriate fingerprint clearance through the Arizona Department of Public Safety
- CPR/First Aid certification
- Valid Arizona Driver License and proof of automobile insurance
(No action is needed to acquire fingerprint clearance or CPR/1st Aid prior to possible employment and Emerge! will cover expenses upon employment.)

PHYSICAL DEMANDS

- Must be able to sit or stand for long periods of time
- Must be able to express or exchange ideas by means of the spoken word to impart oral information to clients or to the public and to convey detailed spoken instructions to other workers accurately or quickly
- Provide CPR/First Aid
- Must be able to lift up to twenty-five pounds
- Visual acuity and hand dexterity to work with computer systems (monitor, keyboard), reports, and other data sources, reading/entering/processing data and figures
- Ability to use basic office equipment, including computer, fax machine, printers, copier/scanner, adding machine

Emerge is an equal opportunity employer