



## JOB DESCRIPTION

**JOB TITLE:** DV Program Manager

**STATUS:** Exempt

**DEPARTMENT:** Housing/Broadview Shelter

**SUPERVISOR:** Program Director

**FTE:** 1.0

**SALARY GRADE:** 106

---

Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and build skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies, and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice and supporting our entire community to reach its potential. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency and encourage staff to fully engage in those activities.

**JOB SUMMARY:** Broadview is a 24-hour facility providing emergency shelter (10 units), transitional housing (21 units) and support services to women, children and youth whose lives have been disrupted by family violence, substance abuse, inadequate medical and mental health care, long periods of family separation, child abuse and neglect and poverty. Support services include on site crisis intervention, case management and advocacy-based counseling, legal advocacy, information and referral, and long-term stabilization services.

The Domestic Violence Program Manager is responsible for developing and coordinating services to victims of domestic violence in shelter, transitional housing, and the Broadview's RRH program. This position provides legal advocacy services, as well as the supervision of the Broadview Domestic Violence RRH Advocate and interns. The Domestic Violence Program Manager is also part of the on-call supervision of team working evenings and weekends. During this time, the position is responsible for determining

program staffing levels, providing staff supervision, and responding to emergency personnel including law enforcement, emergency medical providers and the fire department during client and building emergencies.

#### **ESSENTIAL RESPONSIBILITIES, DUTIES AND TASKS:**

- 50% Provide domestic violence legal advocacy services to current and former Broadview residents including protection orders, parenting plans, safety planning, dissolution, civil standbys, identity changes, court room accompaniment, and hearing preparation on behalf of victims of domestic violence. Oversee spending of funds for domestic violence client assistance.
- 20% Interview, train, supervise and evaluate Domestic Violence RRH Advocate, other advocate and intern staff. Provide domestic violence advocacy training and crisis line training to the Broadview Program and Solid Ground staff. Enforce program and agency policies and procedures. Advise on program changes and implement the changes including budget.
- 5 % Build partnerships/collaborations with community domestic violence services and coalitions including the King County Bar Association, immigration attorneys, child protective services, court-based legal advocates, law enforcement and family court services. Develop and coordinate domestic violence outreach education including the annual domestic violence public awareness campaign.
- 10% Provide backup assistance with crisis intervention, safety planning, domestic violence intake, and support group facilitation as necessary.
- 5% Maintain accurate and confidential records. Compile statistics on services provided to current and former residents as needed and assist in review and screening of transitional referrals, recommending acceptance.
- 5% Work to foster an atmosphere of support and safety for residents, staff and volunteers. Help maintain order and security in the buildings and communicate/enforce program policies and procedures.
- 5% Participate in program, department and agency meetings and relevant trainings as required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

## **EDUCATION and EXPERIENCE:**

Requires the following:

- a) At least five years' experience providing domestic violence and legal advocacy services to women and children and one year supervising paid and/or volunteer staff.
- b) Bachelor's degree. Two years additional relevant experience can be in lieu of degree.

Also requires:

- Experience with crisis intervention, conflict resolution, case management services with women and children and domestic violence support group facilitation.
- Paid and/or volunteer work experience with emergency shelters, transitional housing programs, and/or other residential programs.
- Minimum of twenty hours of basic domestic violence training that covers theory and implementation of empowerment-based advocacy, history, confidentiality, safety planning, etc. (WAC 388-61A-0350)

## **MINIMUM QUALIFICATIONS:**

- Excellent communication skills, both oral and written.
- Good organizational and record keeping skills, including the ability to maintain accurate and confidential files.
- Excellent problem solving, facilitation and conflict resolution skills and ability to exercise considerable independent judgment and skill in handling emergency situation.
- Knowledge of principals of domestic violence, familiarity with issues of homelessness, child abuse and sexual assault, knowledge of local resources available to assist children, youth and women impacted by these issues.
- Basic knowledge of Microsoft Word and Outlook.
- Positive work ethic, willingness and ability to allow for a flexible schedule, including being on-call 24 hours a day one week per month.
- Ability and willingness to work individually in a self-directed manner and as part of a team.
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages.
- Valid driver's license, and willingness to drive program van as needed throughout King County.
- Foster discussion and learning among staff to better understand and dismantle institutional racism.
- Abide by and support agency-wide efforts to incorporate anti-racism principles and cultural competency and standards into all hiring processes and performance evaluations.

**DESIRED QUALIFICATION:** Bilingual in Spanish.

**PHYSICAL DEMANDS/WORKING CONDITIONS:** This position works in a crisis shelter environment, 80% of the time in the office and 20% in the field. Time in the office is 20% computers, 50% meetings, and 10% phones. Work may be interrupted by the immediate needs of a client in crisis. Work involves physical movement throughout the facility and the ability to climb 4 flights of stairs. Position requires employee to lift/carry 15-30 pounds seldom, and push/pull 10-20 pounds seldom. Position has the ability to sit/stand as needed.

**HOURS & COMPENSATION:** This is a full-time (40 hours per week) position, starting pay at \$84,329.00 annually plus benefits. Salary range \$84,329.00 - \$109,628.00. Benefits include medical, dental, short-term and long-term disability insurance, basic and voluntary life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts.

***Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.***