



Community Services Manager

Full Time/Exempt (40hrs/wk)

Center for the Pacific Asian Family (CPAF) is a non-profit organization recognized nationally for its pioneering work in domestic violence (DV) and sexual assault (SA). CPAF's multi-lingual and multi-cultural services include a 24-hour hotline, short term and long term shelters, counseling, case management, and supportive services. CPAF also provides violence prevention programs, outreach, education and advocacy on the issues of family violence and violence against women, focusing on the Asian and Pacific Islander (API) community.

CPAF is a community based organization that draws from multiple disciplines to holistically serve individuals and families of many different sizes and cultural backgrounds. Staff work in environments where children are present and may be called upon to provide support as needed.

Summary Statement: The Community Services Manager (CSM) provides overall management & supervision of the Community Services (CS) Program including supervision of staff, designing program strategies to address DV/SA within the API community, developing and implementing policies and procedures, developing and managing the budget, and coordinating the CS program with others in the organization. The CSM builds out community partnerships to collaborate and co-create strategies to serve API immigrant survivors of DV and SA.

Duties and Responsibilities:

- **Leadership:** Lead CS Program Team to ensure provision of efficient and effective intervention services to individuals and community groups. Facilitate team meetings and provide support and supervision to program staff. Coordinate intervention services with other programs within the organization. Participate in agency strategic planning process and develop annual work plans; participate in fund and resource development.
- **Program Development and Implementation:** Responsible for the implementation and evaluation of intervention work (i.e. 24-hour hotline, SART, non-residential counseling, healing groups) to ensure consistency with CPAF's mission, goals and strategic plan. Co-design and develop alternative healing models for survivors of DV/SA with partnering agencies in the API community. Provide regular review, evaluation and modification of programs in accordance with agency mission and contractual obligations.
- **Outreach and Community Engagement:** Actively engage organizations/entities to develop partnerships for the purpose of increasing access to services for DV/SA survivors. Represent CPAF at relevant community, regional and statewide councils, networks, and events consistent with mission and vision.
- **Program Administration:** Work with Community Program Director to provide necessary programmatic information by established deadlines. Ensure forms and files pertaining to the CS Program are up to date. Complete grant reports, develop and manage program budget, develop and implement program policies and procedures, and ensure effective service provisions comply with contractual obligations.
- **Travel requirements:** Driving is an essential job function for this position in order to respond to SART calls, transport clients and travel to meetings. Therefore the employee must have valid driver's license and use own vehicle to perform duties. There is also overnight travel to grant-required meetings and conferences.
- **Teamwork:** Provide general support asked of all staff which may include: responding to emergencies, providing hotline or site coverage, providing translation, maintaining a functioning office. Participate in program and organizational development and fundraising, and attend staff and team meetings.

Qualifications: The qualified candidate must possess demonstrated knowledge, skill, abilities and experience in the following areas:

General

- Minimum of 2 years of staff level management/supervisory experience preferred.
- Minimum of 4 years of experience in social service program development, implementation and evaluation.

- Committed to eliminating intimate partner violence, sexual abuse, and family violence; practices non-violence including non-corporal child discipline.
- Understands and is aligned with CPAF's organizational values.
- Understands and appreciates Asian/Pacific Islander cultures; is able to work with diverse communities (race, ethnicity, sexual orientation, disability, age, gender identity, class, etc.). Bilingual in an Asian or Pacific Islander language preferred.
- Must submit to DOJ level Live Scan and subsequent arrest notification, annual TB test and annual driving record search.

Job Execution

- Proven track record of building partnerships and working collaboratively with community-based organizations.
- Ability to design strategies and work processes necessary to achieve results and deliver in a timely manner.
- Adheres to strength based leadership, leading with a positive and buoyant disposition.
- Strong work ethic, self-directed and able to coordinate multiple tasks, and highly motivated.
- Able to work well independently and as a member of a team; able to work collaboratively and thrive in a flexible, evolving environment.
- Adaptable and manages change effectively.
- Able to effectively and efficiently address crises and problem-solve with open communication.
- Able to plan work schedule respective to program needs, including working evenings or weekends if needed. Will be on-call for CS team and program.
- Demonstrate excellent communication skills, both written and oral.
- Must complete 65-hour domestic violence/sexual assault certification training within six months of employment.

Interested parties please submit cover letter and resume to hr@cpaf.info and state where you saw our posting. Please include your name and the position you are applying for in the subject line. No phone calls please.

Center for the Pacific CPAF is committed to a policy of equal employment opportunity and does not discriminate against its employees or applicants on the basis of ancestry, age, citizenship, color, disability (physical and mental, includes HIV and AIDS), genetic information, gender, gender identity, gender expression, marital status, military or veteran status, national origin, political affiliation, race, religion (includes religious dress and grooming, sex (includes pregnancy, childbirth, breastfeeding and/or related medical conditions), sexual orientation, request for FMLA, or any other category protected by federal, state or local law ("Protected Categories"). CPAF will not discriminate based on a perception that an employee or applicant is a member of one or more of the Protected Categories, or is associated with someone who is a member of one or more of the Protected Categories. CPAF is committed to fostering a diverse and safe work environment where employees respect one another and share a commitment to our organization's mission, values, and strategies.