



ORGANIZATION: SafeQuest Solano, Inc. (SQS) works together with service partners, community allies and community stakeholders to end violence at our homes, schools, workplaces and communities. We help hurting people impacted by domestic violence, sexual assault, commercial sex trafficking and elder abuse to make the transition from victim to survivor.

PROGRAM: Founded in 1976, we maintain a 24-hour crisis phone line that provides safety planning, emotional support, information/referral; we operate safe housing facilities and provide assistance with restraining orders and emotional support in court or at the hospital; we offer support groups and peer counseling; and conduct outreach/educational presentations to local schools and community groups.

OPERATING PRINCIPLES: Solution-Focused – Resiliency Based – Trauma Informed

CORE VALUES: Compassion – Consideration – Collaboration

ORGANIZATION: SafeQuest Solano, Inc. (SQS) helps those impacted domestic violence, sexual assault, commercial sex trafficking and elder abuse to move from victim to survivor.

JOB TITLE:	Director of Prevention & Intervention Services
WORK LOCATION:	Central Office, with work in satellite locations as needed
STATUS:	Exempt/Full-time Managerial Role
SALARY RANGE:	\$65,000 to \$75,000 annually
DEPARTMENTAL UNIT:	Prevention & Intervention Services
ACCOUNTABILITY:	This role has direct authority and responsibility for leading and managing all of SQS’s curriculum prevention education and crisis intervention service activities in a manner consistent with the agency’s mission, vision, values, strategic plan and policies/procedures as well as evidence-based best practices and applicable legal ethical and contractual requirements,
ACCOUNTABILITY:	Reports to the Executive Director as a member of the agency’s Leadership Team, and functions as interim executive in their absence.
SUPERVISORY ROLE:	This role will manage the Youth, Adult, Prevention and Community Outreach Coordinators who supervise employees and volunteers working in each of these program units.

SQS EMPLOYEES' PERFORMANCE EXPECTATIONS of OURSELVES & EACH OTHER*

** From 10/5/18 SQS Staff meeting*

- 1) Consistently work to become better advocates by continually striving to provide great service.
- 2) Participate in the process & be part of the team – support each other within healthy boundaries by expressing encouragement, appreciation and/or constructive feedback as applicable.
- 3) Recognize all roles in the trauma healing /recovery process as equally important and deserving respect; show empathy without taking things personally or making assumptions, thereby minimizing judgmental blaming/shaming in all our interactions.
- 4) Have the confidence/courage to make decisions when and where warranted, allowing ourselves to make mistakes, open to learning the lessons from each experience, asking questions when we don't know what to do, and seeking/accepting guidance when needed.
- 5) Demonstrate professionalism by separating personal reactions from work behavior, maintaining moderation in our aspirations.
- 6) Accept proactive responsibility for professional development and personal well-being, planning ahead for leaves-of-absence whenever possible and providing appropriate notice and documentation when required.
- 7) Stay curious, accountable, reliable, punctual, flexible/open-minded, forward-focused, physically/mentally/emotionally present.
- 8) Accept responsibility for maintaining safe facilities and a healthy, supportive work environment.
- 9) Take initiative to stay informed, engaged and prepared for whatever arises, following through on assignments with minimal supervision while keeping supervisor updated as needed.
- 10) Positively represent our agency when dealing with service partners, community allies, public officials, supply vendors, agency donors, media representatives, etc.

DEFINITION OF SUCCESS:

- Collaborative spirit and professional demeanor in all staff members' interactions with other employees, service partners, community allies, and issue stakeholders.
- Consistently positive response in feedback surveys from partners, staff, allies and stakeholders.
- Service levels maintained at optimal capacity, balancing quality and quantity factors
- Accurate documentation of program activities maintained within budgeted allocations.

KEY AREAS of ACCOUNTABILITY:

(I) STRATEGIC PLANNING & PROGRAM DEVELOPMENT

PERFORMANCE CRITERIA:

- (1) Accuracy of program plans and budget in relation to service activity levels;
- (2) Degree of staff engagement in planning/implementation/evaluation processes;
- (3) Extent to which program activities are consistent with best practices within the field.

Success Indicators:

- ✓ Revenue/expenses within 90% of budget projections, as amended if needed;
- ✓ Program service levels achieve at least 85% of goal projections;
- ✓ >85% positive feedback from agency staff, service partners and community allies.

DUTIES:

- Work with the Executive Director and other Leadership Team members to devise inclusive process for developing SQS's Annual Plan and Budget for prevention education, crisis intervention and safe housing activities within the agency's mission;
- Identify and apply "best practices" in the areas of program activity;
- Guide the development and coordinate training around policies and procedures by which service activities are implemented;
- Maintain job descriptions with goal projection for all employees/volunteers;
- Coordinate with Director of Fiscal Operations on program revenue restrictions and eligible cost criteria;
- Take leadership role in developing/managing the service data collection system;
- Coordinate performance review process prior as a basis for next year's Strategic Plan.

(II) PROGRAM IMPLEMENTATION

PERFORMANCE CRITERIA:

- (1) Level of SQS staff's motivation, engagement and creativity;
- (2) Utilization of service resources in relation to program capacity;
- (3) Consistency with trauma informed principles and anti-oppression strategies/approaches;
- (3) Feedback from service partners, program staff, and community allies.

SUCCESS INDICATORS:

- ✓ Compliance with program funder requirements;
- ✓ Written operational agreements with community allies;
- ✓ >85% positive feedback from department employees/volunteers

DUTIES:

- Coordinate with Director of Asset Development on the recruitment, hiring training, orientation, supervision and evaluation staff working under this role's jurisdiction;
- Work with Leadership Team members to develop coordinate certification trainings for new employees and volunteers as needed;
- Provide supervision to the Youth, Adult, Prevention Education and Community Outreach Coordinators, and maintain oversight over their units' work process and products;
- Ensure that trauma informed approaches are used at all levels of the organization including staff development, direct practice and service operations;
- Manage data collection/analysis process for documentation of service activities;
- Assure confidentiality of personnel and partner records;
- Elicit and analyze feedback from service partners, staff, allies and stakeholders;
- Monitor the well-being and satisfaction of staff delivering our services;
- Guide the identification and cultivation of service-delivery relationships with key community allies, overseeing the development of Memorandums of Understanding (MOUs) to document all mutual aid agreements and assure prompt, professional response whenever coordination issues arise;
- Participate in agency-wide strategic planning discussions, provide input Work with the Executive Director on website content, news media outreach, social media messaging, agency newsletter content, and issue advocacy strategies, with follow-up as indicated;
- Conduct team-wide quarterly progress assessment and adjust program activities as indicated to meet program and contractual objectives;
- Work with the Director of Housing Services to co-lead the annual evaluation prior to planning/budgeting for the coming fiscal year.

(III) OPERATIONAL LEADERSHIP

PERFORMANCE CRITERIA:

- (1) Level of compliance with program funder requirements, agency policies, etc.
- (2) Level of conformity with agency budget projections;
- (3) Feedback from program funders, issue stakeholders.

Success Indicators:

- ✓ Grant applications/reports completed at least 48 hours before they are due.
- ✓ Periodic safety checks confirm 100% compliance with defined safety standards.
- ✓ >80% positive response from issue stakeholders on agency reputation for integrity, reliability and accountability.

DUTIES:

- Represent the agency's operating principles and core values in personal conduct and professional demeanor;
- Promote a proactive, solution-focused approach challenges involved in matching available resources to growing service demands;
- Actively participate in one-to-one supervision meetings with the agency's Executive Director as well as Leadership Team, Agency Staff and Program Staff Meetings, etc.;
- Directly supervise Program Coordinators in the areas of Adult and Youth Services, Prevention Education and Community Outreach;
- Serve as program liaison to the Board of Directors' Program Operations Committee, supporting its planning and implementation of agency events and activities;
- Monitor workplace safety and facility compliance with applicable standards;
- Review monthly financial reports to assure full utilization of resources within budget parameters and assure consistent compliance with fiscal requirements such as timely timesheet processing, appropriate documentation of expenditures, etc.
- Oversee the cultivation and utilization of in-kind support to maximize the value of available funding and comply with matching requirements of state grants;
- Assist in the development of agency funding requests, grant proposals, donation solicitations, etc.
- Actively support SQS's strategic planning, program marketing and ongoing quality-improvement efforts;
- Assist in protecting and projecting the agency's positive image both inside and outside the organization.

MINUIMUM QUALIFICATIONS:

- Either a psychotherapist license, or a master's degree in counseling or related field, or have recently completed California Training Certification in Domestic Violence and Sexual Assault and are in compliance with continuing education requirements;
- Five years of experience in staff supervision, grants management, and program development, (within fields of domestic violence and/or sexual assault, preferred);
- Knowledge of, sensitivity to and experience in dealing with issues related to sexual assault, sex trafficking, elder abuse and domestic violence;
- Experience working in diverse settings across the ethnic/gender/socio-economic spectrum;
- Experience in interpretation and application of professional ethics and best practices in the human services/community development field, with demonstrated expertise in trauma informed and anti-oppression strategies/approaches;
- Substantial past involvement in directly providing advocacy services to victims of violence;
- Demonstrated experience with trauma informed approaches;
- Success in making the most of staff capabilities, program resources and relationships with community allies;
- Experience in conducting outreach activities and training/educational presentations;
- Combination of education and experience that reflects capacity for complex data;
- Excellent verbal and written communication skills (editing, writing, layout, etc.);
- Solid track record in managing complex tasks and reconciling competing/conflicting demands;
- Experience in managing service database and performance evaluation report system;
- Proven capacity to maintain patience/tolerance and tact/diplomacy in pressure situations, with well-honed negotiation/mediation and conflict resolution skills.

OTHER REQUIREMENTS:

- Access to reliable personal transportation required, including a DMV record that permits driver to be insured under SHELTER, Inc.'s automobile coverage.
- Ability to successfully pass a criminal background check.

EXPECTED PROFICIENCIES:

- Sensitivity to the needs of survivors of domestic violence and/or sexual assault and their families, including the ability to understand and follow all legal and regulatory requirements regarding safety and confidentiality of clients.
- Effective team-builder and efficient department administrator with good documentation skills and demonstrated ability to engage others in building relationships, sustaining momentum, etc.
- Ability to learn quickly and keep pace with latest best practices in crisis intervention, community outreach and prevention education as well as program management, staff development, etc.
- Understanding of non-profit organizations, with a proven ability to develop, lead and supervise a team in implementing programs and services and to delegate responsibility for management tasks and administrative functions.
- Ability to work independently with strong sense of focus, remaining task-oriented yet flexible, and open/non-judgmental within clear professional boundaries.

EXPECTED PROFICIENCIES: (continued)

- Mastery of Microsoft Office programs (Outlook, Word and Excel).
- Demonstrated commitment to teaching/learning, and extremely comfortable in training roles.
- Proactive thinker and creative/innovative strategist in translating challenges into opportunities.
- Self-motivated and accountable for timely follow through.
- Ability to organize meetings, manage group processes, and facilitate schedules/logistics.
- Quality control: demonstrates accuracy/thoroughness in monitoring own work to ensure quality and seeks/applies feedback to improve performance.
- Highly organized: able to manage multiple assignments to meet project deadlines.
- Strong commitment to serve as a role model for personal well-being within clear/strong-yet-flexible personal and professional boundaries; consistent energy level and positive demeanor.
- A high level of integrity and strong ethical values, maintaining the highest standards of confidentiality with all records, including organizational and individual information.
- Ability to remain calm and clear in pressure situations, retaining a sense of humor and the ability to listen and respond in an appropriate professional manner without taking things personally.
- Ability to calmly and professionally handle highly visible crisis events
- Willing and available to work some evenings and weekends as program needs dictate.

PHYSICAL DEMANDS:

SafeQuest Solano operates in compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities. They will be extended reasonable accommodations to perform essential functions based on operational requirements and available resources.

The work environment is primarily in office, schools, community agencies or similar environments where the noise level is moderate. The physical demands representative of those that must be met by an employee to successfully perform the essential functions within this environment are described below:

- ❖ Standing and sitting are required for extended periods of time;
- ❖ The ability to drive a vehicle and to transport yourself to various locations;
- ❖ Vision for near/far distances, and the ability to hear conversations;
- ❖ The ability to receive and convey detailed instructions or ideas accurately, audibly and quickly on the telephone;
- ❖ Manual dexterity, with the ability to use wrists, hands and/or fingers in repetitive motion and hold or feel objects.
- ❖ The capacity to prepare and/or review communications on computer, on paper, in files;
- ❖ The capacity to frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds, with bending and lifting from floor or from inside a vehicle;
- ❖ Moving up and down stairs on a daily basis may be required, depending on assigned location.



WORK ENVIRONMENT:

The work environment characteristics described below are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

- ❖ There are no unusual environmental conditions. Typically, the noise level in the work environment is quiet.

ACKNOWLEDGEMENT/ACCEPTANCE OF ROLE REQUIREMENTS

I have received, reviewed and agree to carry out the requirements outlined in this job description.

Employee Signature

Date

Supervisor's Signature

Date

Human Resources Signature

Date

Executive Director's Signature

Date