

# Center for Domestic Peace

## Job Description

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**Job Title:** Manager of Emergency Services  
**Hours:** Full Time, Monday – Friday, 9 – 5, weekends and evenings, if needed.  
**Compensation:** \$70,000 salaried  
**Benefits:** Yes, Vacation, medical/dental package plus retirement benefits  
**Union:** No  
**DATE of HIRE:** Immediate

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**CENTER FOR DOMESTIC PEACE** is a non-profit organization, in existence now for 40 years, working at the county, state, and national level to end domestic violence. Center for Domestic Peace (C4DP) serves women, men, and youth who have been, and/or who are at risk of being, abused and or battered, or who have perpetrated, and/or who are at risk of perpetrating, abuse, bullying, and or battering. C4DP's programs helping children, teens, women, and men to live violence-free lives include: 24-hour hotlines; emergency shelters; transitional housing; support groups; legal advocacy; school programs; community prevention and education projects; professional continuing education programs; corporate, state, and nation-wide trainings; leadership development programs; and resource identification.

### **SUMMARY**

We are looking for a dynamic individual to manage our emergency response system including our hotlines and Emergency Shelter as well as a team of 6-8 advocates. If you are keen to make a difference and have the required qualifications, contact us today.

Under the direct supervision of the Director of Emergency Services, the Manager of emergency Services is responsible for managing the day-to-day operations and provision of support services to domestic violence victims and their children in a 30-bed residential facility in a confidentially located site. The Manager will oversee the following: supervision of advocacy and counseling teams; supervision of all empowerment programming, including Emergency Shelter' guest goal planning, weekly support, educational and problem solving groups, and child-centered and family recreation activities; provision of advocacy for guests in medical, legal, social service and other settings; provision of accompaniment services for guests; conducting intakes from specified locations in Marin County; and is a member of the emergency response team.

### **PRIMARY JOB RESPONSIBILITIES**

1. Supervise provision of the following 24/7 Emergency Shelter services and provide back-up as needed: initial intake and assessment; transportation accompaniment for guests; provision of weekly support, educational, and problem-solving groups for guests; development of short and long-term plans for guests; providing empowerment based advocacy to assist families to meet their goals including housing, childcare, employment, entitlement benefits, legal and medical needs; and provision of child-centered activities to promote increased self-esteem and problem solving skills.
2. Hire, orient, train, and supervise a team of 6-8 employees which include Emergency Shelter advocates, swing shift advocates, and overnight house advocates. Provide on-going skill development/enhancement as needed.
3. Provide employee evaluations (6 months for new hires and annually for employees who have been employed with C4DP more than a year).
4. Provide ongoing crisis intervention and support to advocacy team.
5. Oversee and create monthly schedules for advocacy team.
6. Provide back-up coverage as needed for the hotline and shelter programs.
7. Member of the Emergency Response Team for issues arising at the Emergency Shelter. Respond and coordinate with Director of Emergency Services regarding any emergencies.
8. Conduct regular Emergency Shelter empowerment meetings to assess guests' progress and feedback, and to make modifications as needed.
9. Investigate and resolve guests' complaints as requested by Director of Emergency Services.

10. Maintain and develop on-going working relationships with Marin County and other relevant Bay Area community agencies and resources.
11. Supervise the development of opportunities for all guest families to exchange resources, provide mutual support and participate in recreational activities together.
12. Provide over-site on maintenance and upkeep of Emergency Shelter facility (including household chores, household/grocery shopping, and cleaning), as directed by Operations Manager and/or Director of Emergency Services. Monitor safety and security practices and confidentiality protocols.
13. Maintain working knowledge of the Emergency Shelter government funding applications and grant awards, including special provisions and managing deliverables to successful completion.
14. Uphold and ensure compliance with personnel policies and procedures.
15. Assist with progress reporting. Develop and maintain Emergency Shelter record keeping and data tracking in accordance with funding requirements, inclusive of program statistics and program reports.
16. Attend Staff/Supervisory meetings as required.
17. Fulfill special projects and other duties as assigned by Director of Emergency Service.

## **REQUIREMENTS**

1. Fluent bilingual in English and Spanish, both written and oral preferred.
2. Minimum of a relevant BA/BS and/or 4 years of related experience.
3. 2-4 years' minimum experience in progressive non-profit management including data reporting responsibility
4. 2-4 years' minimum experience in crisis intervention and counseling.
5. 2-4 years' experience in group facilitation skills for survivors of domestic violence.
6. Demonstrated ability to cultivate, nurture, inspire and train work teams.
7. Capacity to role-model principles of survivor defined advocacy, C4DP's philosophy of healthy relationships, and progressive alliance building.
8. Excellent public speaking skills and communication skills.
9. Demonstrated in-depth knowledge of, and alignment with, the Battered Women's Justice Movement perspectives on batterers, abused and at-risk victims, youth, and children, and progressive movements to end violence.
10. Understanding of the peer support modes and C4DP's feminist analysis of domestic violence.
11. Previous experience working with populations marginalized by cultural, linguistic, age, and sexual-orientation barriers.
12. Demonstrated knowledge of Marin County community resources.
13. Resourcefulness, flexibility, self-motivation, and ability to inspire enthusiasm and participation.
14. Computer skills: comfortable with Microsoft Office 2010 suite with ability to learn new software, as needed.
15. Valid driver's license and auto insurance with liability minimum of \$100k (per person)/\$300k per occurrence), and access to a car during working hours.
16. Flexible work schedule.
17. Must be able to lift 30 lbs. Some heavy lifting of donations, household, and/or other items.

## **CENTER FOR DOMESTIC PEACE IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

We are committed to employment policies and procedures assuring all qualified persons are accorded equal opportunity for employment, promotion and training.

**TO APPLY:** Submit current resume with a cover letter to  
 Graciela Rodriguez, Director of Emergency Services  
[grodriguez@centerfordomesticpeace.org](mailto:grodriguez@centerfordomesticpeace.org)

***No Phone Calls Please***