



Domestic Violence Outreach Manager Job Description

Based in San Leandro, Building Futures is an Alameda County leader providing a safety net of services to help individuals and families rebuild safe and stable lives after homelessness and family violence. To accomplish this aim, the agency provides a continuum of care including two homeless shelters; a domestic violence safe house; a full spectrum of domestic violence outreach services; a transitional and permanent housing site; and rapid rehousing programs which serves target populations including military veterans, families reuniting after CPS involvement, survivors of domestic violence, and others.

Position Summary: The Domestic Violence Outreach Manager works to end domestic violence and homelessness by managing all of the domestic violence initiatives and service deliver for the agency's domestic violence outreach program. This position is responsible for all domestic violence best practices and resources. The Domestic Violence Outreach Manager will provide a hands-on approach within the organization to further the programs development and administration.

Essential Functions:

Responsibilities for all domestic violence best practices and resources:

- Develop strong resources and engaging methods of delivery for Domestic Violence victims, while understanding the sensitivity necessary in serving people who have experienced Domestic Violence and their children.
- Remain current on Domestic Violence best practices and the resources available for safe house residents, make sure to keep clients and staff well informed.
- Maintain an overall serenity by promoting a trauma informed care approach (educating staff consistently).
- Provide support and counseling to the clients within our agency.
- Build community relationships on behalf of the site.
- Co-facilitate regular staff meetings.
- Co-facilitate weekly house meetings for shelter residents.
- Attend and participate in agency's weekly case conference meeting.

Responsibilities for operations and service delivery:

- Work with Human Resources to hire and onboard staff.
- Train and direct the daily activities of staff and determine additional training needs; arrange for training.
- Provide ongoing supervision for the safe house and DV outreach staff.
- Schedule safe house staff for shifts (monthly increments).
- Manage all of the operations of the safe house.
- Ensure health and safety of clients and staff while they are at the safe house site.
- Respond to any emergency situations at the site. On a rotating basis, schedule 24-hour on-call response for shelter site, serve as the back-up for on-call and be available for any emergencies.

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- Coordinate the maintenance of the shelter; keep the Operations Team current; and develop and implement a preventive maintenance schedule.
- Uphold ethics and confidentiality agreements.
- Ensure that the shift log logging and documentation is done appropriately as necessary.
- Monitor and update program statistics; oversee completion of statistics for safe house case managers and DV outreach staff.
- Maintain written records of individual meetings, exit surveys, referrals, communication with external sources; assist in maintaining accurate client records, collecting statistics and submitting monthly reports.

Responsibilities for advocacy and outreach initiatives:

- Lead the outreach program by overseeing the outreach coordinator position; oversee publicity materials drafted for outreach purposes.
- Regularly attend collaborative meetings and maintain partnerships with community agencies.
- Coordinate the Alameda Domestic Violence Taskforce meeting.
- Oversee the San Leandro Domestic Violence Initiative.
- Maintain individual or group counseling in the community as needed.
- Other duties as assigned in all areas of responsibility.

Skills & Abilities:

- Full ability to oversee operations and services at a 20-bed Domestic Violence safe house as needed.
- Skilled at interacting in a supportive and professional manner with a diverse population of women and children.
- Project management/Organizational management skillset.
- A collaborative style that is both open to input, responsive to concerns and suggestions, and proactive and clear in making decisions.
- The willingness and ability to learn about any of the above, and the initiative to obtain needed training and expertise.
- Ability to handle multiple tasks and adapt to shifting priorities.
- Able to perform repetitive office tasks (such as typing, filing, copying, etc.)
- Excellent oral and written communication skills.
- Valid California Driver's License and access to personal automobile.
- Bilingual a plus.
- Must be experienced in MS Word, Excel, Outlook, and demonstrated familiarity with data collection and statistical reports.
- Ability to move up and down stairs in safe house facility.
- Ability to sit for extended periods of time.
- Ability to lift from floor, including moving children or items up to but not limited to 40 lbs.

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Knowledge:

- Master of Social Work (MSW) or equivalent clinical program management experience, in a human/social services and/or non-profit setting.
- Knowledge of Domestic Violence dynamics & Alameda County resources for homeless and other underserved populations.
- Certification as Certified Domestic Violence Counselor (training offered soon after hire if needed).
- Experience working in an emergency shelter environment.
- Minimum of two years working with issues of Domestic Violence and a record of successfully facilitating change and/or innovation in the Domestic Violence or related field. Plus one-two years' experience in homelessness, substance abuse, mental health and child abuse.
- Experience with federal grant programs funding Domestic Violence work.
- Minimum of one year experience in staff management and/or supervision experience.
- Experience maintaining personal/professional boundaries.
- Express a commitment to the empowerment of women and children.

Work Environment and Physical Requirements: The work environment characteristics and physical requirements described here 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 following essential functions.

- Lift, push, pull up to 25 lbs. occasionally.
- Walk indoors for extended periods of time.
- Walk Outdoors for extended periods of time.
- Sitting in office environment for extended periods of time.
- Occasional climbing up and down stairs.
- Emergency situations, sometimes requiring assistance of outside authorities.
- This position will frequently travel to other shelter sites and/or Building Futures' administrative offices.

Compensation: 50k – 60k yearly salary, health, dental, vision, and life insurance.

Notice: *This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Building Futures reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at any time with or without notice.*

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