



Position Description

Program Manager

Since 1989, Rivers of Hope (ROH) has ensured that adult and youth victims living in the midst of violence and crisis receive a rapid response and ongoing support to ensure long-term safety and independence. The organization serves residents of Sherburne and Wright Counties and is the sole provider of community advocacy and support services for victims of domestic violence in these communities. In collaboration with schools, law enforcement and the court system, in 2016 we had 5,000 contacts with over 1,200 individuals.

The mission of Rivers of Hope is to promote a community coordinated response to end family and teen dating violence through education, advocacy and community based support.

Job Profile and Reporting Relationships

The Program Manager is responsible for the management of the programs of Rivers of Hope including our Adult and Youth Advocacy Programs, Safe House and 24-hour Crisis Line. This position provides direct supervision to Domestic Violence/Criminal Justice Intervention Victim Advocates, Youth Advocates and Volunteers. The Program Manager will represent Rivers of Hope in the community, maintain program schedules, recruit and train staff and volunteers, and ensure professional and timely delivery of services to victims of domestic violence. The Program Manager reports to the Executive Director.

Key Duties and Responsibilities

A. Program Management (20%)

1. Provide oversight for the ongoing professional and timely delivery of advocacy services for adult and youth victims of domestic violence including crisis intervention, criminal justice support, support groups, crisis line scheduling and the Safe House.
2. Identify new opportunities to provide outreach and to meet the needs of adult and youth victims of domestic violence.
3. Use research based decision making to inform the development of programs including, policies and procedures.

B. Staff Supervision (20%)

1. Responsible for the day-to-day oversight of the adult and youth advocates, including setting priorities, coaching, and developing a plan for ongoing professional training to create a high performing and engaged team.
2. Develop a plan to meet regularly and individually with staff monthly resulting in a comprehensive annual performance evaluation.
3. Create and manage a concrete schedule to ensure coverage for 24-hour advocacy services through the crisis line including a plan for equitable holiday scheduling of advocates and volunteers.
4. Coordinate hiring process including posting position, reviewing applications and resumes, coordinating interviews and providing orientation to new employees.
5. Assist Executive Director in maintaining personnel policies and procedures that are equitable, fair, and serve the best interests of the organization and the clients of Rivers of Hope.

C. Manage Program Volunteers (20%)

1. Recruit, interview, train and supervise volunteers to support Rivers of Hope programs, services and events.
2. Develop, maintain and provide ongoing review and updates to the volunteer manual.
3. Develop and maintain a system to store the records of volunteers.
4. Create an annual plan to regularly thank and recognize volunteers.

D. Data, Evaluation and Program Reports (15%)

1. Work with Executive Director to create an annual program evaluation plan.
2. Ensure staff is trained to enter data correctly to ensure that reports provide complete and compelling outcome data that will help share the stories of Rivers of Hope with community members and funders.
3. Manage and update the program database including the generation of quarterly and annual reports and/or other reports as requested by the Executive Director or Board of Directors.

E. Community Outreach (15%)

1. Provide oversight for the ongoing development, implementation and evaluation of public education and outreach efforts by advocates.
2. Work with the Executive Director to create an annual plan of organizations, agencies and individuals to meet or check in with on a regular basis. These may include law enforcement, criminal justice professionals and, social workers.
3. Represent Rivers of Hope at key community events as assigned.

F. Perform other duties as required or assigned. (10%)

1. Attend training to enhance professional skills.
2. Attend Rivers of Hope staff meetings.
3. Assist with special events sponsored by Rivers of Hope and scheduled throughout each fiscal year.

Qualifications

Minimum Education and Experience

A Bachelor's or Associate's degree in human services, counseling, social work, or similar field plus a minimum of 3 years of experience providing direct services to victims of domestic violence. Must have demonstrated management and supervision experience.

Knowledge, Skills and Abilities

- Experience, ability, and willingness to communicate and work well with staff and clients from a variety of racial, cultural, and economic backgrounds, and with various religious beliefs, lifestyles, sexual orientation, identities, age variance and differing abilities.
- Ability to identify economic, social, cultural, physical and environmental factors which support or limit family or individual functioning.
- Management experience including supervising and mentoring others.
- Ability to show leadership and exercise mature and sound judgment in problem-solving and the decision-making process.
- Demonstrated ability to work well independently and as part of a team environment, with proven ability to provide leadership and support in the development of team decisions and program policies.
- Strong crisis intervention skills with ability to prioritize and handle multiple tasks under stressful conditions.
- Excellent analytical, decision-making, time management and organization skills.
- High degree of confidentiality, diplomacy, discretion and tact.
- Experience in networking and advocating with other agencies on behalf of abused adults and youth.
- Proficiency with Microsoft Office Suite and strong information technology, database, organizational and record-keeping skills.

- Experience with ConstantContact, Apricot Data Tracking Software, Facebook or Twitter is not required but is an asset.

Working Conditions

1. Ability to work in an environment which requires the use of PC approximately 30% of the time; ability to perform repetitive motion of fingers, hands and wrists.
2. Willingness to be flexible with work hours to accommodate the needs of the organization.
3. Ability to travel intermittently for meetings and events.
4. Must possess and maintain a valid state driver's license and insured reliable vehicle.

Physical Requirements

Light lifting of materials and equipment in the typical office environment.

FLSA Classification

Exempt, Full Time

The above statements are not intended to encompass all functions and qualifications of the position. Rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this position description.

To apply for this position, please submit a cover letter and resume describing your education, experience and qualifications for this position. Send application materials in care of Chris Pommerenke, Rivers of Hope, PO Box 511, Monticello, MN 55362 or to chpommerenke@RiversofHope.org

ETHICAL PRINCIPLES AND PRACTICES

Rivers of Hope recognizes that employees play different but equally important roles. Everyone associated with ROH must recognize the impact her or his role plays in our overall success. The success and future opportunities for individual employees is built around the overall success of the organization. Everyone associated with ROH is to project a professional image. Our practices will remain congruent with the mission and strategic plan. Because of this, the following principles and practices have been adopted by the staff team and we strive to live by them:

Mission Integrity and Value Base – We are dedicated to the mission of the organization and focus on its accomplishment. We are value-centered and act on the values of shared leadership, mutual respect, equality, trust and compassion.

Accountability/Reliability – We are committed to carrying our weight or saying when unable to do so. We understand our roles and are accountable for our responsibilities. We work to understand and respect the roles of others. We keep our work on track and on time.

Honesty, Trust, and Confidentiality – We trust that we can be truthful and will be safely heard. We are confident that others will act in an equally trustworthy way. We will communicate with each other directly and privately and be patient with each other. We respect the confidentiality of our colleagues and constituencies. We follow the ethics of our respective professions.

Mutual Respect and Civility – We follow the Golden Rule and treat others as we would like to be treated. We respect the ideas and opinions of others and generously contribute our own. We clearly communicate and respect the boundaries of our work while respecting the boundaries of others. We respect one another's culture, history, and humanity. We honor and include everyone's expertise and treat everyone as an equal.

Non-violent Communication and Acceptance – We observe without judgment and understand the feelings and needs behind our own actions and the actions of others. We make clear and doable requests to meet our needs and the needs of others. We act out of the belief that while our strategies may come into conflict, our needs do not. Through this communication we find solutions that meet all our needs.

Shared Leadership – We empower all stakeholders (leaders, co-workers, constituencies and clients), by listening and responding to their needs. We recognize each other's expertise. We are team players who help our co-workers accomplish their goals when invited to do so. We offer help whenever we can.

Excellence – We are committed to excellence and to achieving our fullest potential as individuals and as an organization.

Stewardship – We are good stewards of the people, programs, and resources entrusted to us by the public and funders. We responsibly safeguard all aspects of the organization in full participation with the community.

Flexibility and Creativity – We promote and accept change. We have the freedom to make mistakes and we strive to grow and learn from them. We work to expand our knowledge and skills/abilities.

Balance of Work and Life – We achieve a balance of work and life with the flexibility to meet the needs of both. We keep our job responsibilities in perspective and create opportunities to celebrate joy and have fun with one another.