

**Position:** Director of Domestic Violence Crisis Services

**Reports to:** Associate Director of Domestic Violence Crisis Services

**Classification:** Full-time, exempt from FLSA.

**Work Conditions:** Participation in 24-hour hotline rotation as primary and/or back-up staff as assigned; some evening and weekend hours required; frequently moves boxes and bags weighing up to 30 pounds; frequently ascend/descend stairs while carrying objects to complete job tasks. Hybrid work from home, out in community settings, and in-office is required for this position with COVID precautions in place to maximize safety of workers and clients.

**Benefits:** 100% paid health, vision and dental insurance (no employee contribution required for standard plan). Generous paid time off and paid holidays package. Paid parental leave and short-term disability benefits. Option to participate in 403(b) Retirement Savings Plan and pre-tax Flexible Spending Account (FSA).

**Salary:** \$44,000 annually. Additional pay for overnight hotline shifts.

**Position Summary:** The Director of Domestic Violence Crisis Services directs 24-hour crisis services program and emergency housing services, supervises staff managing domestic violence programs within crisis services, trains and supervises domestic violence volunteer advocates, and ensures proper staffing of the hotline. This position also provides direct services to victims of domestic violence.

#### **Essential Job Duties and Responsibilities:**

##### **Domestic Violence Crisis Services Program Management and Service Provision**

- Monitor and coordinate day-to-day delivery of the 24-hour domestic violence crisis program, with focus on improving quality of and access to services across diverse populations.
- Participate in facilitating relationships with community partners to develop a comprehensive system of care for domestic violence victims/survivors; increase awareness about Compass Center's services; engage partners in training efforts.
- Facilitate weekly case conference to review cases with DV team members.
- Schedule staff, volunteers, and interns to provide 24-hour coverage of the domestic violence hotline. Serve as primary contact for after-hours hotline answering service.
- Conduct regular reviews of volunteer and staff client records in the database; give appropriate feedback as needed. Maintain proper documentation and statistical records of client contacts for grant reporting.
- Contribute to establishing a culturally appropriate, positive, healthy, and safe work and volunteering environment in accordance with all appropriate legislation and regulations.
- Oversee client assistance and emergency funds and allocations; oversee other grant funding as needed.
- Provide direct assistance and follow-up to victims/survivors of domestic violence over the phone and in person; provide routine daytime, overnight, and weekend coverage for the hotline as needed.
- Troubleshoot and manage domestic violence client concerns and feedback.

##### **Emergency Housing Program Management and Service Provision**

- In conjunction with the Emergency Housing Coordinator, manage the agency's scattered-site domestic violence emergency housing program (3-4 apartments in confidential locations across Orange County for

- individuals and families fleeing domestic violence) from intake through discharge; provide direct client services as needed.
- Manage community partnerships to ensure client needs are met and confidentiality is maintained.
- Case conference with Emergency Housing team to ensure client needs are appropriately addressed.
- Support Emergency Housing Coordinator in reviewing and updating program policies, forms, and procedures to ensure highest quality services and documentation.

### **Support Group Program Collaboration**

- Coordinate with staff who oversee support groups to ensure communication and quality of care in all support groups; be available to offer feedback and thought partnership in the development and implementation of culturally affirming support groups.

### **Human Resources Planning and Staff Supervision**

- Train and supervise three members of the DV team: Manager of Latinx Services, Emergency Housing Services Coordinator, and Black and African American Community Services Coordinator; conduct ongoing and annual performance reviews.
- Assist staff supervisees in maintaining quality supervision of their supervisees, volunteers, and interns as well as strong relationships with key community stakeholders for their respective programs.
- Strengthen domestic violence staff capacity to address client needs through ongoing training and support.
- Ensure clear communication of all DV program and policy changes to full-and-part-time staff.

### **Volunteer Management, Training, and Supervision**

- Ensure volunteers are being screened, trained, scheduled, and supervised to meet domestic violence program needs in accordance with organizational values.
- Coordinate and lead all aspects of domestic violence advocate training twice annually and on-going continuing education opportunities for advocates and staff. Routinely update training materials and develop new content as needed and in accordance with best practices and grant expectations to ensure continued high quality of training.
- Serve as task supervisor for graduate level field practicum students from various schools of social work and other programs.
- Ensure volunteers receive clear communication about new domestic violence programs and/or changes in existing programs or policies.

### **Organizational Leadership**

Demonstrate commitment to anti-racist and anti-oppression work at the personal, program team, and organizational level.

Provide supervision to staff and volunteers that encourages collaboration, growth, creativity, problem solving, accountability and open communication.

Represent the organization at community activities to enhance the organization's community profile.

Work with the Associate Director of Domestic Violence Crisis Services to prepare a budget for domestic violence crisis program annually and meet throughout the year to track progress.

### **Administration**

- Prepare monthly programmatic reports.
- Timely and consistent attendance at staff, program, and administrative meetings.

- Participate in the ongoing maintenance of a clean, organized and welcoming facility and environment.
- Ensure that personnel, client, and volunteer files are securely stored and confidentiality is maintained.
- Other activities as assigned by supervisor.

**Qualifications:**

- Bachelor's degree required, Master's degree welcomed, preferably in fields such as social work, counseling, or an equivalent degree in human services.
- Minimum of three years' experience providing direct services to victims of violence, or working with an underserved population in a crisis setting, or an equivalent combination of education and work experience.
- Experience training, supervising and managing staff and volunteers.
- Have a solid understanding of interpersonal violence and its effect on individuals and families, and working knowledge of the role that barriers play in reaching out for support and connecting with community resources and the justice system.
- Clear understanding of and ability to communicate effectively about economic justice and oppression and its impact on individuals, families, and communities, including how race and gender impact access to economic opportunity
- Ability to perform job duties with a high degree of initiative, professionalism, sound judgment, and outstanding communication skills.
- Demonstrate cultural sensitivity and commitment to work with diverse groups. Possess empathic listening and communications skills that can be adapted for survivors, staff, volunteer and intern needs.
- Fluency in spoken and written Spanish and English highly preferred.
- Must have the ability to utilize database tools and gather evaluation statistics.
- Ability to work effectively as a team member.
- Sensitivity to the effects of secondary trauma on direct services staff.
- Must possess and maintain a valid driver's license, automobile insurance, and reliable vehicle.

We actively encourage diverse candidates to apply, especially those who are Black and/or Indigenous People of Color, Women and gender minorities, people with lived experience of domestic violence and/or housing instability and people with disabilities and/or neurodivergence. Compass Center provides equal employment opportunities to all employees and applicants for employment without regard to race, ethnicity, color, religion, age, gender identity or expression, sexual orientation, disability, appearance, class, body size, partnership status, parenting and/or pregnancy status, genetic information, national origin, or veteran status.

**To apply, please send a cover letter, resume and three professional references (prefer at least one direct supervisor) to [employment@compassctr.org](mailto:employment@compassctr.org).** Please include the job title in the subject line of the email. No phone calls please. Applications will be accepted until filled.