



**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 during volunteer training season; periodically move boxes and bags weighing up to 30 pounds; ascend/descend stairs as needed. Hybrid work from home (1-2 days) and in-office in Chapel Hill (3-4 days) is required for this position with COVID precautions in place to maximize safety.

**Benefits:** 100% paid health, vision and dental insurance (no employee contribution required). 5 weeks paid vacation, additional paid day off each month, 14 paid holidays per year. 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. Additional pay for overnight/weekend hotline rotation (average \$2,000-\$3,000/year).

**Position Summary:** The Director of Domestic Violence Crisis Services directs 24-hour crisis services program and emergency housing services, supervises staff managing 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 as needed.

#### **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 survivors; increase awareness about Compass Center's services; engage partners in training efforts.
- 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.
- 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.
- Elicit and respond to domestic violence client concerns and feedback.
- 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.
- Support Emergency Housing Coordinator in reviewing and updating program policies, forms, and procedures to ensure highest quality services and documentation.

##### **Staff Management, Training, and 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 performance reviews.
- 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/Intern Management, Training, and Supervision

- Ensure volunteers are being screened, trained, scheduled, and supervised to meet 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 high quality of training.
- Serve as task supervisor for graduate level practicum students from 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.

## Administration

- Prepare monthly program reports and track volunteer hours for grant purposes.
- Oversee DV client assistance and emergency funds and allocations; oversee other grant funding as needed.
- Ensure that personnel, client, and volunteer files are securely stored and confidentiality is maintained.
- Other activities as assigned by supervisor.
- Attend monthly all-staff, program team, and admin/directors meetings; attend and support case conference weekly

## 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.
- Understanding of interpersonal violence, its effect on individuals and families, and barriers to accessing support
- Understanding of and ability to communicate effectively about economic justice and oppression and its impact on individuals, families, and communities
- Ability to perform job duties with a high degree of initiative, professionalism, sound judgment, and outstanding communication skills.
- Demonstrate cultural sensitivity and commitment to working 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.
- 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: send a cover letter, resume and three professional references to [employment@compassctr.org](mailto:employment@compassctr.org) and include the job title in the subject line. No phone calls please. Applications will be accepted until position is filled.**