



## Job Description

**Title:** Director of Services

**Program:** Advocacy Program

**Hours:** Exempt-40 hours weekly and 24/7 on-call support with occasional weekend and evening hours

**Supervisor:** Executive Director

**Compensation:** Salary \$52,000 and includes generous paid-time-off and medical, dental, and alternative medicine coverage

**Position Summary:** This position is responsible for the on-going operations of the Advocacy Program, including supervising Call to Safety regular and on-call staff; scheduling 24/7 crisis line and hospital response coverage; providing on-going training of regular and on-call advocates, direct service interns and volunteers; developing programmatic policies, procedures that are consistent with best practices; ensuring quality assurance; and networking with community stakeholders to advance the mission of Call to Safety.

All persons of every race, ethnic background, spiritual belief, economic status, gender identity, sexual orientation, age or personal ability, are equally affirmed into membership, leadership and employment at Call to Safety and are joyfully welcomed.

### Specific Responsibilities:

#### A. Program Development and Assessment

- Develop the goals, policies, practices, and protocols of Call to Safety's Advocacy Program including: crisis line, case management, outreach, hospital and in-person response, and support groups.
- Provide on-going program development.
- Compile and maintain statistics, including ServicePoint entries and grant reporting relevant to Call to Safety funding requirements.
- Assist the Executive Director with data relevant to funding requests.
- Participate in committees and workgroups that help reach the goals of the Advocacy Program
- Implement quality assurance measures consistently and effectively. Ensure program evaluation on a regular basis, including the utilization of Call to Safety's Mutual Improvement Tool.
- Oversee updates of the crisis line computerized database.
- Track participant assistance funds.
- Act as contact person for the HomeForward's emergency vouchers.
- Coordinate the 24/7 monthly crisis line schedule.
- Participate in budget and staffing decisions for the Advocacy Program.
- Participate in strategic planning process.
- Network with community partners as appropriate.

#### B. Program Staff and Volunteer Supervision

- Interview, hire, and provide new staff orientation for all Advocacy Program staff.
- Provide on-going supervision, training, and support to all direct service staff.
- Attend monthly supervision meetings with each regular staff advocate.

- Ensure Call to Safety is minimizing the impacts of vicarious trauma through programmatic policies and practices, debriefing with advocates, adequate training, creating a healthy and supportive work environment, and by regularly promoting self-care.
- Provide 24/7, 2<sup>nd</sup> tier staff-back up response including: providing guidance to staff addressing crisis situations, accompaniment to sexual assault medical exams and crisis line coverage when necessary.
- In collaboration with the Executive Director, represent management through union negotiations and participation in the Labor Relations Committee.

**C. General Responsibilities – as a member of the Call to Safety staff, you are expected to assist with the following tasks, as needed:**

- In collaboration with the Volunteer Coordinator, assist with staffing Basic Advocacy Training sessions and provide Call to Safety core trainings when able.
- Attend monthly staff and Call to Safety Coordination Team meetings and occasional retreats.
- Serve as a visible spokesperson and advocate for Call to Safety’s mission and programs in the community.
- Assist with house responsibilities in a team approach.
- Other duties as assigned.

**Qualifications – Required:**

- Commitment to creating a healthy work environment that is dedicated to ending domestic and sexual violence and other forms of oppression.
- Philosophy compatible with Call to Safety mission statement, organizational values, and commitment to anti-racism work.
- Minimum of three - five years working with survivors of domestic and/or sexual violence with relevant training and accreditation.
- Minimum one year of experience in a leadership role that includes supervision of staff or volunteers.
- Experience working in a non-profit environment.
- Excellent verbal and written communication skills.
- Ability to coordinate many people with varying skills and abilities.
- Demonstrated ability to problem solve and be proactive.
- Ability to prioritize a multitude of tasks and handle a variety of projects simultaneously.
- Commitment to building a multi-racial, diverse team.
- Demonstrated experience in conducting community presentations.
- Ability to maintain confidentiality.
- Ability to work with Call to Safety staff as a team member.
- Strong computer technology skills, including Microsoft Access, Excel, Outlook and Word. Ability to learn new technology systems and implement within scope of duties.
- Valid driver’s license, access to a car, and proof of insurance.

**Qualifications – Strongly Preferred:**

- Master degree in Social Work, Counseling, Public Administration, or Public Health.
- Bilingual and/or bicultural.
- Knowledge or experience in the sex industry.

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Employee Signature

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Date

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Executive Director Signature

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Date