

ANEW: BUILDING BEYOND VIOLENCE AND ABUSE

Job Description Title: Director of Community Services	Department: Community Services
Type: Full-Time	Reports To: Chief Program Officer
Classification: Exempt	Supervises: Program Managers

Job Summary:

Anew’s Community Services Programs work to promote change for individuals and communities impacted by domestic violence with the primary goal being safety for victims/survivors of domestic violence. The Director of Community Service’s primary role is to provide leadership, strategic vision, oversight, and coordination for three distinct programs. This includes: the Court Advocacy Program that works to increase safety and awareness through advocacy, support, and resources within the legal system; the Partner Abuse Intervention Program that works to facilitate change through education and accountability for those who have done harm; and the Community Education Program that works to promote empowerment through education and engagement. The Director of Community Services is responsible for the effective and cost-efficient oversight of program services, for ensuring compliance with established operations, policies, and procedures, and monitoring consistency across program services. The role will ensure the highest quality of care for all clients within the available resources while maximizing impact and securing accurate and timely data reports. The Director of Community Services will evaluate program outcomes and expansion in collaboration with the CPO. Additionally, the Director of Community Services assists the development and communications department with messaging related to legal-based programs and community-outreach services. Collaboration on current and future funding is paramount.

Our ideal candidate is a self-motivated, enthusiastic, compassionate, and community-driven individual with a high level of interpersonal professionalism who can understand, communicate and effectively interact with people across cultural backgrounds, education levels, ages, and experiences. The candidate must be able to demonstrate and instill empathetic and non-judgmental attitudes within the team as work responsibilities involve oversight of direct services for those who have been harmed and those who chose to harm as well as for outreach services addressing the community impacted by harm. This position will lead a team of professionals who engage victims/survivors of domestic violence seeking legal remedies afforded them through the Illinois Domestic Violence Act, a team of professionals who engage court-mandated and voluntary participants who have used violence towards their partner, and a team of professionals who are community based providing prevention, DV awareness and trainings. A solid understanding of domestic violence dynamics and the Illinois Domestic Violence Act is imperative to this work as well as comfort with federal and state regulations. The individual in this position must demonstrate knowledge about trauma-informed care and ensure empathetic, and supportive services to the individuals we serve. The candidate is a highly organized, detail-oriented individual who can handle multiple tasks and obligations. They can effectively meet deadlines and think creatively to be able to make decisions that are in the best interest of those we serve, our staff and our agency. The candidate should be a self-starter skilled in solving problems, motivating others, and taking initiative while coordinating services and working as a team.

Duties and Responsibilities:

- Oversee the community service programs including Court Advocacy, Partner Abuse Intervention Program and Community Education to support the Anew mission, values, and strategic plan.

- Hire, onboard, train and provide ongoing supervision for the community services program managers.
- Supervise program management staff for CDVP certification, and ensure their certification is obtained within one year and maintained.
- Provide a safe and trusting environment for staff to give constructive feedback and support professional growth.
- Provide ongoing training of community service managers regarding laws and regulations, funding sources, and relevant client-focused skills.
- Coordinate high level crisis intervention in support of Program Managers for direct service staff and notify the CPO as needed.
- Facilitate conflict resolution for situations that arise with participants, programs and/or staff.
- Ensure legal-based services are comprehensive and provided in a safe and secure environment that meets the diverse needs of clients/participants.
- Ensure community-based services follow innovative curriculum and are provided in a safe and secure environment that meets the diverse needs of the communities served.
- Oversee the development, coordination, and collaboration among the departmental programs as well as with other Anew programs.
- Ensure program compliance with legal statutes and funding rules and regulations.
- Ensure consistency of case related documentation across programs regarding standards established by Anew, program funders and confidentiality-related laws.
- Assist with relevant grants applications and renewals in coordination with the Director of Grants and Contract Compliance, finance staff and CPO as required.
- Assist development department with a strategic coordinated outreach plan regarding legal-based programs, and research for program grants.
- Oversee the distribution of any programmatic grant funds to ensure timely spend down and grant regulation compliance. Work with CFO regarding programmatic budgets and grant amendments as needed.
- Represent Anew and the larger DV community on various local, county and state committees, boards, and task forces.
- Network with other agencies to maintain strong community partnerships to best support services and the strategic plan of the agency.
- Identify the changing needs of programs; encourage and facilitate program development.
- Collaborate with the CPO on program development, strategic planning, and outcome measures.
- Recommend potential areas of growth for community service programs and Anew to the Executive Leadership team.
- Monitor and evaluate InfoNet, DHS and other data entry procedures for productivity, programmatic evaluation as well as for compliance with State and other funding sources.
- Keep informed of legislative changes, rules and procedures affecting DV programs and integrate updates as needed.
- Create and monitor in coordination with the CPO a Continuous Quality Improvement (CQI) plan for the court advocacy, PAIP and community education programs.
- Provide timely and accurate reports on service levels and progress towards goals for use in communications with funders and the Board of Directors.
- Ensure Program Training Manuals and forms are updated, maintained, and align with the Client Services Manual and funder requirements.
- Oversee and facilitate grant funder site visits and client-services audits regarding community service programs.

- Facilitate regular staff meetings with program managers.
- Meet with the CPO on regular basis to ensure program compliance and efficacy, and for supervision.
- Complete and submit program related paperwork and timesheets per established deadlines.
- Complete and submit probationary and annual reviews to HR per established deadlines.
- Promote Anew services, mission, and values in all aspects of employment.
- Oversee trainings, community outreach, school-based prevention curriculum and special projects as appropriate.
- Attend all required staff meetings and quarterly All-Staff meetings.
- Attend additional trainings and other DV-related meetings as assigned by CPO.
- Work with other staff to maintain open communication and develop a team approach.
- Other duties as assigned.

Qualifications:

- Master's degree in social work, sociology, psychology, or related field required and/or equivalent work experience.
- Written/verbal Bilingual Spanish/English preferred.
- At least 5 years supervisory experience required.
- At least 2 years' experience working in the field of domestic violence, sexual assault or related experience required.
- Completed 40-Hour Domestic Violence Training and 20-Hour PAIP Training, preferred. Will be provided by Anew, if needed.
- Obtain CDVP certification within one year and maintain certification with support provided by Anew.
- Obtain CPAIP certification within two years and maintain certification with support provided by Anew.
- Knowledge of domestic violence dynamics, trauma informed care and the effects of trauma on adults and children.
- Well versed in the dynamics of violent relationships and the impact on children and communities.
- Previous experience in domestic violence, sexual assault, or interpersonal violence direct services or advocacy preferred.
- Knowledge of federal and/or state funding and grants management.
- Excellent computer skills and knowledge. Proficiency in basic computer programs including Microsoft Word, Excel, and Windows-based databases.
- Ability to work independently and apply critical thinking skills.
- Excellent written and verbal communication skills and interpersonal skills.
- Detail oriented with strong problem-solving skills.
- Strong organizational and time management skills.
- Ability to work well as a team member and effectively communicate with others.
- Ability to handle sensitive information in a confidential manner required.
- Ability to adhere to the Anew value statements.
- Must be able to operate general office equipment.
- Must have reliable transportation, proof of insurance, and a valid driver's license.

- Must be able to stand/walk for periods of time and lift up to 25 lbs.
- Flexibility in scheduling is a must. Some evenings and possible Saturday hours required.

Compensation and Benefits

The hiring range for this salaried position is \$71,159 to \$83,557 for a 40-hour week. Anew offers benefits including 14 paid holidays; 20 days of Paid Time Off (PTO) annually; medical, dental, vision and life insurance; employee assistance program, short-term and long-term disability; and the ability to contribute to our 403(b) plan with a 3% company match. This position is also eligible for Aflac benefits.

If you are interested in applying for this position, please email your cover letter and resume to careers@anewdv.org.

Anew is an equal opportunity employer and values a diverse workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, genetic information, age, disability status, protected veteran status, or any other category protected by law.

For more information about Anew: Building Beyond Violence and Abuse, please visit our website at www.anewdv.org