



Empowering individuals, families and our communities to take action against violence and abuse.

PROGRAM MANAGER

Monarch Services is looking for a dynamic and social justice driven leader to oversee multiple programs that help transform the lives of survivors of violence. This leader will also inspire and help build the capacity of a dedicated and talented team of Advocates. Monarch is seeking an experienced leader who isn't afraid to take risks and sometimes fail, and who wants to work in a "Next Generation" and socially progressive organization. The Program Manager will be part of a leadership team that includes leaders who are well respected and recognized both locally and across California.

DESCRIPTION

Under the supervision of the Programs Director and within the scope of the agency's goals and objectives, the Program Manager is responsible for providing clinical support to program staff working with the most difficult, sensitive and specialized cases. Program Staff provides domestic violence and sexual assault victim services, including crisis response and follow-up services. This position is based in our Santa Cruz office.

DUTIES AND RESPONSIBILITIES:

- Ensure successful implementation of county-wide programs including Domestic Violence and Sexual Assault Crisis Intervention Programs.
- Plans, assigns, reviews and evaluates the work of program staff.
- Reviews and approves case summaries and service plans.
- Assists program staff to develop therapeutic skills.
- Determines procedures for solving problems in using sound casework practices.
- Develops controls to accomplish work within framework of established laws, policies, procedures and priorities.
- Holds group and individual meetings with program staff to discuss assignments.
- Participates in recruitment of program staff.
- Assists in evaluating the performance of program staff.
- Evaluates program policies and procedures and makes recommendations to supervisors.
- Assists in training new and current program staff in casework techniques.
- Evaluate case problems and provide leadership and consultation to program staff in the development and implementation of case plans.
- Provides back-up response to 24-Hour On Call Program on a rotational basis.
- Participate in monitoring and administering Program budgets.
- Act as liaison to the county wide Sexual Assault Response Team, participating in the following coordination meetings: SART Grand Rounds, SANE Review, regional meetings, and other meetings related to service delivery.
- Assist in training of agency volunteers and ensure effective client service delivery.
- Maintain and strengthen relationships with community agencies that provide services to domestic violence or sexual assault survivors including health care providers, victim advocacy, District Attorney's Office, courts, Law Enforcement, and student services.
- Oversee documentation of services and prepare written program reports.
- Develop and maintain program specific materials.

- Actively engage as a member of the Monarch's Leadership Team.
- Conduct presentations to the public, Board of Directors, and other groups as requested.
- Serve as a Monarch Services representative at public meetings and committees as assigned.
- Maintain clear and concise client files and records, and assist in gathering statistical information in compliance with funding requirements.
- Complete a State-Certified Domestic Violence/Sexual Assault Peer Counselor Training and agency Advocate Training.
- Maintain Peer Counselor certification by completing continuing education requirements.
- Attend staff meetings, training sessions, supervision and other agency meetings as required.
- Maintain effective working relationships with other agency staff, volunteers, board of directors, clients, and with representatives of government, and other community organizations.
- Participate, as requested, in community meetings including the Domestic Violence Commission, CPVAW, Children's Network, Child Abuse Prevention Council, and Women's Commission.
- Provide general oversight of Santa Cruz office ensuring facility is staffed and equipped for client services.
- Other duties related to the specific classification as assigned.

QUALIFICATIONS:

- Oral and written fluency in English and Spanish required.
- Training and experience equivalent to a Master's Degree in Social Work and two years of social casework experience.
- Thorough knowledge of social casework objectives, principles and methods, and casework management and organization.
- Thorough knowledge of community resources.
- Thorough knowledge of interviewing techniques and problem solving methodology.
- Thorough knowledge of the principles of human behavior and development and psychological defense mechanisms.
- Working knowledge of the functions of public social service agency.
- Knowledge and experience of the principles of personnel supervision and training.
- Excellent written and verbal communication skills.
- Ability to evaluate program, community, and client needs.
- Demonstrated ability to maintain accurate records and reports.
- Ability to make independent judgments and work independently with minimal supervision.
- Experience with planning and program development related to community services.
- Ability to work a flexible schedule and provide support to staff during some evening and weekend hours.
- Knowledge of and experience working in the Latino community.
- Knowledge of intimate partner violence, sexual assault, substance abuse, and community resources.
- Ability to work with people of diverse ethnic, cultural, religious, socio-economic, sexual and political orientations.
- Possession of valid California driver's license and use of an insured vehicle in compliance with current safety standards.
- Working knowledge of personal computer, experience with MS Office software preferred.

PHYSICAL JOB REQUIREMENTS:

During working hours, employee must have the ability to:

- Sit for long periods during working hours.
- Lift objects to 25 pounds from floor to shoulder level and carry for brief periods.
- Bend and stoop while filing.
- Twist and reach while at a desk or computer terminal.

- Maintain physical and mental composure while dealing with emergencies, crisis situations and deadlines.
- Hear and speak well enough to converse over the phone or in person.
- Legally and physically able to drive personal or agency vehicle during and after work hours.

Classification: Exempt, Full-Time Position (40 hours per week)

Salary: \$58,000/Annual Salary and up depending on experience

Benefits:

- Benefits package valued at approximately \$7,000 including employer paid Medical, Dental and Vision benefits available.
- 13 Paid holidays
- Office closures during the Holidays and an additional 6 Fridays per year
- Paid Time Off starting at 18 days per year

Additional Benefits:

- Family friendly practices
- Flexible work schedules
- Extensive professional and leadership development opportunities
- Coaching and mentoring opportunities

Imagine being part of a team that helps transform lives....

To be considered for the Monarch Team, apply now!
How to apply:
Submit your Cover Letter and Resume clearly outlining your qualifications
via e-mail (MS Word or PDF formats only) to Leeannj@monarchsc.org

Position Open Until Filled.

NON-EXEMPT EMPLOYEES OF MONARCH SERVICES ARE REPRESENTED BY
 SERVICE EMPLOYEES INTERNATIONAL UNION.

MONARCH SERVICES IS AN EQUAL OPPORTUNITY EMPLOYER.
 WE VALUE AND WELCOME DIVERSITY OF ETHNIC, CULTURAL, RELIGIOUS, SOCIO-ECONOMIC, POLITICAL BACKGROUNDS,
 SEXUAL ORIENTATION/IDENTIFICATION AND ABILITIES.

*We take pride in being a family friendly workplace
 and
 MONARCH SERVICES is a green-certified business*

