



Direct Services Program Supervisor

Safe Shelter of St. Vrain Valley (Safe Shelter) is a nonprofit domestic violence victim service organization, which provides safety, support, and resources to individuals affected by domestic abuse, promoting empowerment through direct services and community education, and advocating for the right of every individual to live a life free of intimidation, exploitation, and abuse.

POSITION SUMMARY: This position is accountable to and under the direct supervision of the Executive Director. The Non-Residential Direct Service Program Supervisor is responsible for the oversight of the Direct Service Program in our public office, provision of direct client services to program participants, outreach into the community, and performance of agency-wide management responsibilities.

THE NON-RESIDENTIAL PROGRAM Includes comprehensive non-residential adult victim services, children's services, legal advocacy, housing navigation, and case management.

POSITION DESCRIPTION: This position functions as part of a team. Areas of responsibility may fluctuate or change; other duties may be assigned depending on the needs of the organization. Specific duties shall include, but are not limited to:

MANAGEMENT:

- Maintain overall responsibility for program budget, staffing, and development.
- Monitor, expand, and evaluate ongoing services to program participants.
- In conjunction with the Executive Director research and develop additional appropriate services for the Non-Residential Program.
- Develop, implement, and monitor responsive services and quality standards into all programs.
- Supervise/evaluate/develop non-residential program staff to ensure an effective advocacy team and provision of quality services.
- Coordinate/collaborate with the Emergency Shelter Manager to ensure smooth continuum of services from Shelter to non-residential program for participants and efficient, effective use of staff time.
- Coordinate/Collaborate with the Development Director to ensure documented programmatic use of grant funding
- Assume organization-wide responsibilities, ensuring compliance with organizational policies and procedures.

PROGRAM OVERSIGHT:

- Provide counseling, support, advocacy, and referrals to participants who have experienced trauma and abuse.
- Act as case consultant to staff, including assisting advocates in assessing and evaluating participant safety and needs, as well as assisting advocates in developing a plan of action with their clients.
- Oversee systematic data collection/record keeping, ensuring accurate program statistics and outcome measurements.
- Facilitate group counseling sessions as needed.

OUTREACH IN THE COMMUNITY:

- Serve on appropriate community committees in keeping with Safe Shelter's mission and strategic plan.
- Coordinate staff to provide public speaking engagements in the community.
- Network and consult with community agencies on a collaborative basis to increase and improve the range of services available to our clients.

GENERAL QUALIFICATIONS:

- Experience in program management/leadership with proven personnel management skills.
- Knowledge and understanding of the physical, psychological, and sociological issues involved in family violence.
- Experience in crisis intervention and one-to-one and group counseling facilitation.
- Ability to regularly use discretion and independent judgment.
- General knowledge of community resources.
- Proficiency with Windows and Microsoft Office software.

In addition, individual must possess a valid driver's license, and must be available for occasional evening and/or weekend work.

EDUCATIONAL QUALIFICATIONS:

Ideal candidate will have a Master's of Arts degree in a human service-related field, or a Bachelor's degree with a minimum of three-years-experience in delivery and supervision of advocacy programs or equivalent combination of education and experience.

PREFERRED, BUT NOT REQUIRED:

Bi-lingual: Spanish/English