

HEALING ABUSE WORKING FOR CHANGE

Director of Programs & Partnerships

Job Description

HAWC, Healing Abuse, Working for Change, Inc. creates social change by taking action against personal and societal patterns of violence and oppression. For the past 40 years, HAWC has provided free services and support to victims of domestic abuse on Massachusetts' North Shore to help them make informed, independent decisions about their futures. The agency is well known in the Commonwealth for providing high-quality, client-centered and trauma-informed services. HAWC staff take pride in their innovative services and commitment to addressing domestic violence in the context of social justice – an approach that guides programming, clinical services, personal interactions, and staff hiring and development. More information is at www.hawcdv.org.

General Description

The Director of Programs and Partnerships is a critical senior-level position, reporting to the Executive Director and sharing program oversight responsibilities with the Shelter Manager and Manager of Legal Services. This position will collaborate with the leadership team and all staff to develop and oversee strategies, initiatives, and projects that strengthen HAWC's mission and program delivery. The Director of Programs and Partnerships will manage staff and develop external partner relationships to this end.

The position is supported by domestic violence advocates in three community-based offices, the emergency shelter and the Crossroads hospital-based program, currently nine direct reports. The position is full-time with competitive salary and benefits package.

Position Responsibilities

HAWC Mission, Partnerships and Strategic Growth:

- Serve as a liaison in the community and advocate on behalf of HAWC's mission, values and priorities
- Engage with other HAWC directors on the mission and goals of the agency, providing appropriate support to achieve strategic goals
- Network and build relationships with other agencies and community leaders related to HAWC's programs and service area
- Create and bring community opportunities into the agency
- Identify outreach opportunities and support the team in outreach efforts
- Manage grants by contributing to program design and proposal process; budgeting; and researching new funding opportunities that are a fit for HAWC's programs, future vision and strategic goals.

Program Design and Management:

- Ensure staff coverage of HAWC sites, on-call and hotline shifts and necessary outreach activities in coordination with HAWC's Volunteer Coordinator
- Ensure quality of services & staff accountability
- Regularly run reports and monitor service statistics, including outcomes surveys
- Contribute to the development of new programming including grant applications for same
- Implement programs in compliance with grant and contract requirements; also implement best practices
- Ensure that procedures and processes are clearly documented and accessible to staff for training and consistency purposes
- Protect client and staff safety
- Respond to client concerns
- Create efficiencies where possible to simplify work flow
- Increase accessibility of services and HAWC sites
- Facilitate program meetings as appropriate
- Administer and report on program budgets, grants, and special funds
- Cultivate a client-centered approach to ensure HAWC does what's best for clients, in accordance with HAWC's values statement

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Supervision, Leadership and Support to Staff:

- Supervise community-based domestic violence advocates, children's services advocate and Crossroads advocate (currently 9 people)
- Hire, orient and coordinate continuing education for direct service team
- Evaluate and set annual goals for direct service team
- Develop and maintain professionalism among staff

Qualifications

- Bilingual (English & Spanish) and bicultural candidates strongly preferred
- A combination of education and/or progressive experience equivalent or greater than 4 years of social service program management
- Has completed or will complete HAWC's 30 hour pre-service domestic violence advocacy training
- Embraces HAWC's mission
- Knowledge of the wider domestic and sexual violence field
- Supervision and leadership experience, including hiring and interviewing skills/experience
- Understanding of agency and program budgets
- Strong interpersonal communication skills
- Ability to multitask and handle multiple projects at once, while remaining highly organized and detail oriented
- Ability to understand and implement policies
- Ability to implement new programs, program changes, and new ideas and visions
- Ability to build relationships in community

Qualified candidates please email cover letter and resume to Sara Stanley at Saras@hawcdv.org with "Director of Programs & Partnerships" in subject line or mail to HAWC Attn: Executive Director, 27 Congress St. Ste. 204, Salem, MA 01970.

HAWC is an Equal Opportunity Employer. People of color, LGBTQ people, people with disabilities, and survivors of partner abuse are encouraged to apply.