

HEALING ABUSE WORKING FOR CHANGE
Manager of Community-Based Services
Job Description
March 1, 2020

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. More information is available at www.hawcdv.org.

General Description

The Community Based Supervisor is a critical full time position, reporting to the Director of Programs & Partnerships. This position will supervise the community-based programming at the Salem, Gloucester and Lynn sites and collaborate with Crossroads and Children's services advocates, Manager of Shelter Services and Manager of Legal Services to monitor strategies, initiatives, and projects that strengthen HAWC's mission and program delivery.

This position is supported by domestic violence advocates in the Salem, Lynn and Gloucester offices, currently six direct reports. This position is full time with a competitive salary and benefits package.

Qualifications & Requirements

- A combination of education and/or progressive experience equivalent or greater than 2 years of social service program management
- Bilingual and Bicultural capacity strongly preferred
- Completed or will complete HAWC's 30 hour pre-service 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
- Has own transportation

Position Duties & Responsibilities

- Supervises and supports community-based advocates
- Reviews and monitors advocate performance
- Supervises community-based programs (one on one advocacy, support groups, etc.)
- Participates in and manages Salem, Gloucester and Lynn office operations including, but not limited to:
 - Responding to telephone calls
 - Triaging services to walk-in clients
 - Maintaining office supplies
- Manages the community-based advocate work schedules & office hours to insure adequate staffing
- Oversees and assures clients' service plans are timely and facilitated accordingly
- Maintains a direct service caseload providing advocacy to community-based clients as needed, including during staff vacancies and leaves of absence
- Supports and supervises interns and volunteers in collaboration with the Senior Manager of Educational Services and Volunteer Coordinator
- Collaborates with and supports the Director of Programs in the development and implementation of protocol relating to all direct services including hotline procedures, On Call, one on one advocacy and support groups
- Fosters HAWC's community relationships to ensure warm referrals can be made
- Manages reporting of repairs and maintenance needed at community-based offices to the Director of Operations
- Ensures that community-based advocates and clients adhere to policies and safety protocols
- Supervises client data, record keeping and the audit of community-based service files
- Participates in preparing and hosting volunteer projects and third party site visits to the Salem, Lynn and Gloucester offices
- Completes all monthly contract reports as required by specific grants
- Identifies and communicates the needs of community based clients & staff to Program Director & Executive Director
- Attends regular supervision, leadership meetings, & monthly staff meetings
- Available to field questions & provide guidance to hotline and on-call staff during evenings, weekends and holidays
- Participates in grant development, special events and fundraising as needed

- Participates in hotline and On-Call as needed
- Able to flex hours to meet the needs of the position
- Presents HAWC's services to various community groups as needed
- Attends community meetings as needed such as DV roundtable, High Risk Team, etc.

HAWC is an Equal Opportunity Employer. HAWC does not discriminate on the basis of race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status or genetic information. Survivors, people who are bilingual/bicultural, persons of color, people with disabilities and LGBTQ people are strongly encouraged to apply.

Please email cover letter and resume to Jillian Nebesar at Jilliann@hawcdv.org with "Manager of Community-Based Services" in the subject line or mail to HAWC Attn: Director of Programs, 27 Congress St. Ste. 204, Salem, MA 01970.