



Job Title:	Director of Programs & Services		
Department/Group:	Programs	Reports to:	Chief Executive Officer
Work Location:	Community Service Center or other RESPOND sites as needed.	Classification:	Exempt/Essential

RESPOND Overview

RESPOND partners with individuals, families and communities to end the serious public health issue of domestic violence. RESPOND strives to achieve its mission through prevention, intervention and education services that promote safe, healthy relationships.

A pioneer in the movement to end domestic violence, RESPOND is New England’s first domestic violence agency and the second oldest in the nation. Its work began in the early 1970s, when four women from Somerville, Massachusetts started a grassroots effort to support victims of domestic violence by opening their own homes as safe havens for women fleeing abuse. In 1974, these “founding mothers” formed RESPOND, an organization that has provided life-saving shelter, support services, training and education programs to hundreds of thousands of members of the community since then.

Position Overview

The Director of Programs and Services is responsible for the coordination, administration, and quality of program services provided throughout RESPOND to survivors of domestic violence. The Director of Programs and Services provides support and supervision to all of RESPOND’s programming and to the program management and their subordinates. This position is responsible for coordinating multiple programs across a multitude of disciplines. The Director of Programs and Services serves as a member of the senior management team and provides strategic vision and leadership that ensures the continued delivery and growth of services to the community RESPOND serves.

- Primary Responsibilities:**
- Program Management and Development**
- Works with program management and staff in ongoing development and refinement of program effectiveness, including but not limited to: providing assessment of program tools; designing new services or programs for individuals and children; networking with various service provider agencies; and identifying areas of programmatic growth and opportunity.
 - Maintains and develops relationships with local collaterals including schools, after-school programs, DTA, healthcare providers, education resources, job training programs, housing resources, parenting groups and other entities in RESPOND’s service area as well as statewide resources that support individuals and their children who have survived domestic violence.
 - Ensure all applicable federal, state, and local government and contractual regulations and requirements are met or exceeded.
 - Collect and monitor data to ensure program is meeting its identified goals. Interpret data and recommend necessary adjustments to program goals and outcomes.
 - Act as liaison between the programs and funding/regulatory agencies. Communicate with funders and act as a liaison through program reports, conference calls and day to day contacts as necessary and required.
 - Monitor and approve all budgeted program expenditures according to program/contract/funder regulations and

report variances to the CEO.

- Review client files for compliance and quality of services rendered, oversee clients service assessments, ensure appropriate service provision.
- Provide service coordination between all RESPOND programs and service to ensure continuity of care, adequate resources, staffing and supplies.

Team Management and Development:

- Develop and implement a system to evaluate the skill, experience, and professional development needs of all staff.
- Work with program staff to develop objective performance measurements across all sites, to ensure consistent, high-quality evaluation and goal setting for all employees.
- Instill a sense of accountability among program team members by modeling tight oversight of individual and organization performance standards.
- Recruit, hire, and oversee training and orientation of all direct reports and provide supervision as managers recruit and hire subordinates.
- Lead program staff to ensure that clients receive services that support rapid re-housing; addressing assessed needs, promoting healthy decision-making, securing financial independence and promoting relationships at home and in the community.
- Compiles monthly direct service statistics, billing information, quarterly reports and other information as needed, develops and monitors program budgets.

Physical Facility:

- Oversees the security and safety of all RESPOND work sites and survivor housing.
- Ensures a safe and hygienic work environment including overseeing the cleaning and sanitation of work spaces.
- Completes maintenance, minor repairs, and upkeep assignments as needed.

Qualifications, Experience & Skills

QUALIFICATIONS AND EXPERIENCE:

- Graduate degree in social work, counseling or other human services field preferred. BA/ BS or relevant experience required.
- Ten years paid experience in human services settings.
- Minimum of five years supervisory experience.
- Experience in providing services to individuals experiencing domestic violence and their children.
- Ability to create, monitor and follow programmatic and agency budgets.

SPECIAL SKILLS REQUIRED:

- Strong written and oral communication required. Second language(s) strongly desired/preferred.
- Ability to perform multiple tasks at one time. Excellent time management and organizational skills.
- Driver's License and access to reliable transportation for off site work.
- Proven ability to help individuals overcome barriers to achieve self-defined goals.
- Knowledge of and experience networking with service agencies and resources for individuals and families that have experienced trauma.
- Practice cultural sensitivity and ability to relate to persons of diverse backgrounds, such as the LGBTQ/T community and individuals with histories of substance abuse and/or mental health and different ethnic backgrounds.
- Trauma informed approach working with clients. Demonstrated sensitivity to the needs of those who have experienced or witnessed violence.
- Experience with crisis intervention, de-escalation and other high-stress situations.
- Willingness to work to promote the goals of the agency.
- Public speaking
- Develop, maintain and build relationships with external partners on behalf of RESPOND
- Ability to climb multiple sets of stairs

- Able to lift 20 pounds

Working Conditions

The Director of Programs and Services regularly works Monday through Friday. RESPOND provides services 24 hours a day, 365 days a year. As such, the Director of Programs and Operations is often required to work an irregular schedule, including days, nights, weekends and holidays depending on staffing and programmatic needs. This position alternates supportive 24/7 on-call responsibility.

Job Type: Essential Services. Full-time/Exempt. Pay range between \$80,000-90,000 annually, depending upon education, language capacity, and experience.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

RESPOND, Inc. is committed to building a culturally diverse staff that represents the populations we serve. RESPOND, Inc. celebrates diverse life experience and is proud to be an Equal Opportunity/Affirmative Action Employer (EEO/AA). Candidates who are bilingual/bicultural, of color, Native/Indigenous, with disabilities, who identify as LGBTQIA+, or who are members of other marginalized groups are strongly encouraged to apply.