

Job Description

POSITION SUMMARY

The Outreach Manager plans and directs the operations of the Shelter's Outreach programs and manages staff ensuring optimum performance. Provides crisis counseling and service management for program participants while supervising a team of staff providing counseling, prevention and group services. Reports to the Director of Programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintains accountability for the achievement of program(s) goals and staff compliance with organizational and funder goals and deadlines (e.g., certifications, training, standards, logic models, benchmarks).
- Hires and trains new staff, supervises staff according to overall policy, monitors direct service hours ensuring staff capacity.
- Mitigates team conflict and communication problems. Sets and manages expectations.
- Conducts effective performance evaluations, sets goals and objectives, and monitors performance.
- Operates as part of a team by providing program coverage for participant services outside of normal work schedule, typical job function or primary work site, as needed. Participates in Program Manager on call rotation.
- Demonstrates effective time management as evidenced by timely, thorough follow through on assignments, completion of required monthly reports for funders, grants, board.
- Supervise interns providing leadership, direction, and meaningful experience
- Demonstrates leadership by reinforcing positive behavior and promoting recognition through the use of effective employee evaluations, employee appreciation, effective hiring practices, and accountability.

Job Requirements

EDUCATION AND EXPERIENCE/QUALIFICATIONS

Masters of Social Work or Masters in Counseling required, LCSW or LMHC preferred

* Two years' experience in the domestic/sexual violence or crisis intervention field preferred

* A minimum of two years of Program management experience preferred

* Knowledge of the dynamics and laws pertaining to domestic violence

* Versatile Service management and counseling skills

SCHEDULE

Full-Time