

DOVE, Inc.

DIRECTOR OF PROGRAMS & SERVICES

DOVE, Inc. (Domestic Violence Ended) was founded in 1978 by a Violence Against Women Task Force of the Quincy Mayor's Commission on the Status of Women. Over the past 30+ years, DOVE, Inc. has grown into a multi-service organization providing crisis intervention, supportive counseling services, adult and teen dating violence hotlines, emergency shelter, legal advocacy, community outreach and education, and children's programming for survivors who have been abused, emotionally, physically and/or sexually and their children. DOVE, Inc., the only domestic violence shelter on the South Shore, serves women and children from all of Massachusetts and occasionally from out of state.

The Director of Programs and Services is responsible for oversight and management of all DOVE's programs and services in keeping with the stated mission and goals of the organization. This senior-level management position will work closely with the Executive Director to grow DOVE's services and programming.

Supervisory Responsibilities: The Director of Programs & Services supervises community and residential advocates, legal advocates, clinical consultants, and BSW/MSW interns.

Reporting Responsibilities: The Director of Programs & Services reports to the Executive Director.

Job Responsibilities:

Programmatic

- Oversee DOVE's intervention and prevention programs and services.
- Provide weekly supervision for DOVE Advocates.
- Facilitate weekly team case management meeting.
- Coordinate on-call schedule and provide backup support for on-call staff as needed.
- Provide external domestic violence case consultation and training.
- Respond to external requests for information related to service delivery in accordance with organizational policy.
- Facilitate organization's 35-hour domestic violence training twice annually (fall and winter/spring).
- Assist with outreach efforts and relationship-building, including attending community roundtables and networking with area service providers.
- Represent DOVE in community collaborations (i.e., DV teams, high risk team, etc.), and collaborate with community partners/stakeholders to enhance and expand collaborations.
- Provide leadership in program planning, development of programmatic goals and objectives, and regular evaluation of programs to ensure quality service provision that effectively meets the needs of survivors.
- Coordinate organization's internship programs, including providing individual and group supervision as needed.
- Ensure proper record-keeping and documentation.
- Complete monthly reports and assist with funders' reporting requirements.

Personnel Management

- Train and supervise full-time direct service staff.
- Recruit, Interview and recommend for hire all direct service staff.
- Conduct three-month and annual evaluations of staff.
- Coordinate internal/external training with social justice perspective for staff and volunteers to ensure development of relevant professional skills.

Administrative

- Attend regular staff meetings.
- Develop and implement programmatic policy to ensure and enhance service delivery.
- Maintain accurate/timely organizational records and statistics related to service delivery, programmatic outcomes, staff supervision and evaluations, etc.
- Execute service delivery components of grants and contracts.
- Assist Executive Director and Development staff with the grant/fundraising proposal concepts related to programmatic needs.
- Attend fundraising events as needed.
- Periodically attend meetings of the Board meetings to provide program updates.
- All other duties as assigned by Executive Director.

Required Skills & Abilities:

- Excellent interpersonal skills, including group facilitation.
- Excellent written and oral communication skills.
- Strong organizational and computer skills.
- Demonstrated knowledge of and ability to effectively work with clients experiencing domestic violence, substance use/abuse, trauma, and mental health issues.
- Experience working with CPS and legal systems.
- Public speaking and training experience strongly preferred.
- Ability to model and uphold appropriate professional boundaries in work with clients, co-workers, supervisor, and community.
- Commitment to ending violence and oppression and to promoting social change.
- Willingness to learn about and actively use multicultural awareness and understanding in daily work.
- Flexibility and sense of humor.
- Bilingual/bicultural in Mandarin, Cantonese, Vietnamese, or Spanish preferred.

Education & Experience:

- Masters Degree in Social Work or equivalent. LCSW, LICSW, or equivalent strongly preferred.
- Minimum of five (5) years direct service/clinical experience preferred.
- Minimum of two (2) years providing individual and group clinical supervision preferred, including team-building experience.

**** DOVE is willing to cultivate the leadership potential of promising candidates. Domestic violence survivors, members of historically oppressed communities, and persons with experience working in DOVE's catchment area are particularly encouraged to apply.**

Work Schedule: Exempt position, 40 hours/week, Monday - Friday hours as discussed with Executive Director. Flexibility for evening, weekend, and holiday coverage required. Benefits include health insurance, vacation, holiday, and sick time, consistent with DOVE personnel policy.

To apply, send Cover Letter and Resume to:

Sue Chandler
Executive Director
DOVE Inc.
Sue.Chandler@doveinc.info

For more information on DOVE, see our website: www.doveinc.info

Posted 2/18/10

Applications will be considered until the position is successfully filled.

Emergency Shelter Guest Advocate ~ Overnight Shifts

Emergency Shelter Guest Advocates provide crisis prevention/ intervention, intakes, safety planning, emotional support, advocacy and basic needs to shelter guests and hotline callers. Emergency Shelter Guest Advocates report to the Emergency Shelter Coordinator.

Responsibilities include:

- Answer business and hotline telephones. Respond to crisis calls with appropriate intervention. Provide referrals and complete intake process with callers seeking emergency shelter.
- Work in conjunction with other staff to coordinate provision services and resources to meet guests' needs.
- Greet new guests and orient them to shelter and program. Prepare guest rooms and offer resources and support.
- Ensure the shelter is welcoming, responsive and supportive of the experiences and needs of all guests.
- Provide appropriate referrals to community services and provide information on the use of these services.
- Provide crisis prevention/intervention and supportive listening to guests and callers.
- Ensure the safety and security of guests by appropriately monitoring the activities in the shelter, performing safety checks and reporting all problems or concerns appropriately in a timely manner.
- Maintain accurate and complete forms and documentation as required by agency and funders.
- Coordinate and involve guests in the daily maintenance and cleanliness of the shelter.
- Distribute supplies and resources. Assist in the upkeep of food pantry, linen supply area, and clothing donations room. Sort and store donations.
- Attend and participate in regularly scheduled individual supervision, monthly staff meetings and ongoing professional development, staff meetings and trainings.
- Staff is expected to be awake and alert at all times.
- Other duties as assigned.

Requirements:

- Bachelor's degree in social work or related field required or 3-5 years experience working in a residential setting.
- Bilingual (Portuguese, Spanish, Mandarin, Cantonese and English) preferred.
- The ability and desire to work with diverse populations including non-English speaking families, the LGBT community, and individuals with histories of substance abuse and/or mental health challenges.
- Demonstrated crisis intervention, problem solving and conflict resolution skills.
- Knowledge of child protection services and the criminal justice system.
- Knowledge of trauma issues as they relate to victims/ survivors of violence and their families.
- Experience working with individuals and families impacted by abuse.
- Excellent written and oral communication skills.
- Ability to effectively multi-task.
- Must be committed to DOVE's mission, philosophy and guiding principles.

** This is a part-time position offering one to four 8-hour shifts per week. Available shifts include day (8am-4pm), evening (4pm-midnight) and overnight (midnight to 8 am). All shifts are awake.

** *At this time, DOVE is particularly seeking Guest Advocates for overnight shifts.*

To apply for this position, please email resume and cover letter to:

Sue Chandler, Executive Director
sue.chandler@doveinc.info

Posted 2/18/10