

## **A WOMAN'S PLACE POSITION DESCRIPTION**

**Title:** Victim Response Program Manager    **Department:** Client Services

**Employment Status:** Full Time                      **Wage & Hour Status:** Exempt

### **VISION STATEMENT**

A Woman's Place envisions a society where all individuals are safe in their relationships and can flourish.

### **MISSION STATEMENT**

A Woman's Place is a community-based social change organization committed to the empowerment of women and to ending intimate and domestic violence for all.

### **VALUES STATEMENT**

To accomplish our vision of a society where all individuals are safe and can flourish, the programs, services, and decision making at all levels of A Woman's Place are rooted in and guided by the following values:

**Courage:** A Woman's Place acts bravely and boldly, notwithstanding fear.

**Creativity:** A Woman's Place encourages the creation of meaningful new ideas, interpretations, and rules.

**Equality:** A Woman's Place believes each and every one of us must collaborate to create a new society based in equal power and rights.

**Integrity:** A Woman's Place is of sound moral character and adheres to ethical principles.

**Respect:** A Woman's Place is considerate and honors the worth and dignity of all beings and resources.

**Social Justice:** A Woman's Place analyzes structural social inequalities in order to promote justice.

**Purpose of the Position:** The Victim Response Manager leads the VR team by providing program oversight and vision, supervision, and direction to all Victim Response staff and volunteers. The Victim Response Manager is also responsible for identifying, developing creating and maintaining opportunities and relationships within the criminal and civil justice system.

**Reporting Relationship:** Report to Director of Client Services

**Other Relationships:** Police Departments, District Courts, District Attorney's Office, officers, lawyers, judges, Board members, community members, AWP staff and volunteers.

### **Essential Functions/Responsibilities:**

1. Lead VR team by providing trauma informed supervision, training and guidance to Intake Coordinator and Victim Response Advocates

2. Create, direct and implement work plans for the Victim Response team.
3. Proactively participate in Bucks County's STOP/SART quarterly meetings and any other partnership meetings
4. Develop and implement working protocols with participating police departments.
5. Coordinate and provide essential trainings for law enforcement, district attorneys office and any other relevant criminal justice systems, including the Lethality Assessment Protocol.
6. Provide immediate crisis and safety counseling to victims of domestic violence when contacted by police departments in-person when needed.
7. Provide or arrange for accompaniment for domestic violence victims when appearing at PFA court, contempt and/or criminal court
8. Make follow-up calls to victims, providing referrals, information, and other AWP services.
9. Advocate on behalf of domestic violence victims with and between police departments, District Attorney's office, District Justices, and other victims service agencies.
10. Collect, store, analyze, and report on Victim Response statistical data.
11. Liaison between police departments and legal systems with domestic violence victims. 1
- 12.
13. Successfully complete necessary trainings.
14. Adhere to the AWP's Confidentiality Policy and all other AWP Policies and Procedures.
15. Contributes to a positive work environment.

**Criteria/Requirements:**

1. High level of emotional intelligence, resilience and empathy
2. Ability to cultivate a culturally-aware climate, incorporating equity in the workplace and with victims of domestic violence.
3. Honesty and trustworthiness in all relationships.
4. Commitment to ethical guidelines and behavior in all settings.
5. Ability to make independent decisions and solve complex problems.
6. Ability to withstand pressure on an on-going basis.
7. Deal with difficult situations while maintaining quality of services
8. Commitment to AWP's Values, Vision, and Mission statements; self-motivation; self-discipline; and excellence.
9. Adherence to the Personnel Policies of AWP.
10. Successful completion of Domestic Violence Direct Service Training Course and continuing education requirements as outlined in AWP's Personnel Policies.
11. Reliable transportation

**Education:**

1. Bachelor's degree in a related field and/or
2. 5 years of related work experience
3. Bi-lingual background a plus

**Characteristics:**

1. Treats all people with respect, values diversity, equity and inclusion.
2. Ability to lead and motivate others.
3. Collaborative in approach with leading teams and systems

4. Cooperative and open minded.
5. Self-motivated and able to work independently.
6. Creative, innovative, and willing to take initiative.
7. Maintain high work standards at all times
8. Reliable, personally responsible and trustworthy.
9. Extremely organized.
10. Program development skills.
11. Strong time management skills.
12. Ability to work flexible hours and on call.
13. Anticipates problems and seeks resolutions.
14. Ability to prioritize tasks and requests and work in a confidential setting.
15. Proficiency in computer skills, especially using Outlook, Word, Excel, ETO and customized databases

**Licenses / Certifications:**

1. 33/34 Clearance.
2. Valid Driver License.
3. Valid vehicle insurance.

**Physical Demands/Environmental Conditions:**

1. Operation of office equipment.
2. Ability to travel frequently.
3. Willingness and ability to work varied hours, including nights and weekends and be on call.
4. Exposure to cleaning supplies, office chemicals, paint, and insecticides.