

## **FIRST STEP OF WICHITA FALLS, INC.**

### **PROGRAM DIRECTOR POSITION DESCRIPTION**

#### **BRIEF OVERVIEW OF POSITION:**

The primary responsibilities of this position are: Program Management: Oversee the planning, development, implementation, monitoring and evaluation of First Step community services and programs. Grants: responsible for accurate, timely grant data collection and reporting, and provide support for grant development and writing. Staff Supervision/HR Functions: Supervise program staff. Develop and conduct staff training and evaluation. Onboard new staff. Community Outreach: Work with Executive Director and staff to sustain and build new community partnerships. Direct Service: Provides support to survivors of domestic violence and sexual assault through intakes, hotline calls and crisis response. Strict confidentiality must be observed as it relates to client information, corporate business, executive decisions and all other personal information learned in the course of this position.

#### **ACCOUNTABILITY:**

Executive Director

#### **SUPERVISORY RESPONSIBILITIES: (With Executive Director)**

Program Coordinator, Education Coordinator, Professional Trainer.

#### **ESSENTIAL RESPONSIBILITIES:**

##### **Program Development and Oversight**

- Provide leadership for the planning, development, implementation and evaluation of First Step's non-shelter, community programs, and provide support to Shelter Manager to plan, develop, implement and evaluate resident programs.
- Responsible with support of designated staff, for planning and implementing Domestic Violence Awareness Month, and Sexual Assault Awareness Month, and other community activities.

##### **Grant Management**

- Provides support to the Executive Director in developing and monitoring local state and federal grants.
- Ensures accurate, timely client activity documentation by staff, and maintains databases and client files.
- Compiles and submits accurate monthly/quarterly/annual grant reports.
- With the Finance Officer and Executive Director, periodically reviews financial reports.
- Maintains copies of all submitted grants.

**Staff Supervision**

- Directly supervises assigned administrative program staff.
- Completes new employee paperwork and provides orientation.
- Completes and submits insurance and other fringe benefit paperwork as designated.
- Provides active coaching to direct reports and supports them in dealing with their clients, particularly in difficult situations.
- Identifies opportunities for staff training, and develops customized staff training. Evaluates results of training.

**Direct Service:**

- Provides face-to-face and telephone intervention services for potential shelter residents and non-resident child or adult clients.
- Provides information and education to clients and about domestic violence and sexual assault.
- Responds to requests for client information from outside agencies including but not limited to CPS, Law Enforcement, etc.
- Is or will become knowledgeable about all services, including but not limited to legal services, community resources and procedures available to victims in each county served by First Step.
- Attends training opportunities in person or online.

**Community Relations:**

- Supports the Executive Director in maintaining and developing working relationships with the 12 county service area to address and prevent sexual assault and domestic violence.
- Public speaking.

Performs other duties as assigned by immediate supervisor.

**HOURS:**

40 hours per week, plus willingness to be on-call for emergency response.

**EQUIPMENT USED:**

Computer, internet, fax, printer, copying machine, phone, cell phone, agency van.

**QUALIFICATIONS:**

- Bachelor's degree. Masters preferred.
- 2 + year's experience in client-centered social services work.
- Must have knowledge of issues related to domestic violence and sexual assault.
- Excellent written and verbal communication skills.
- Microsoft Office suite including Excel.

- 1-2 years, mid-level, supervisory experience in a non-profit agency.
- Experience overseeing local, state and federal grant client data recording and accurate reporting.
- Experience managing databases.
- Social service program development, implementation and evaluation.
- Ability to make good, independent decisions.
- Flexibility, personal integrity, team player.
- Ability to maintain complete confidentiality of information in all employee and client matters.

**NOTE TO APPLICANTS:**

To Apply: Candidates must submit *all* of the following three items via email to: firststephr@yahoo.com:

1. A cover letter. Cover letter must explain specifically how your experience and education meet the requirements of this position.
2. Resume. Must provide detail of required qualifications, experience and education.
3. A completed First Step, Inc. "Job Application" that can be found at: <http://firststep.org/>.

All three items above must be emailed, "Attention Program Director Position", to: firststephr@yahoo.com. For copy of application and a complete position description, please: <http://firststep.org/>. Position will remain open until filled. No phone calls please.

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as exhaustive of all responsibilities, duties and skills required for the position.*

*First Step, Inc. is committed to a policy of equal employment opportunity and does not discriminate in the terms, conditions, or privileges of employment on account of race, age, color, sex, national origin, physical or mental disability, or religion or otherwise as may be prohibited by federal and state law.*

