



The Center for Family Justice

753 Fairfield Avenue
Bridgeport, CT 06604
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www.centerforfamilyjustice.org

Job Description

Title: Crisis & Housing Services Program Manager

Date: March 2023

Reports to: Director of Youth & Adult Services

Status: Full-time, Exempt

Summary

Oversees and provides leadership and supervision to the agency's crisis and housing programs. In addition, this position also provides crisis intervention, advocacy, short-term counseling, case management and referrals for clients in crisis as a result of domestic and/or sexual violence. This position ensures that quality services are provided to The Center's clients, contractual and program compliance, and representation of The Center in the community.

Responsibilities Program

Crisis Services – Safe House & Hotline

- Ensures 24-hour coverage of the safe house schedules. This includes providing direct service coverage to crisis services clients when needed.
- Advises the crisis advocates in hotline and safe house interactions.
- Provides intake, crisis intervention, advocacy, short-term counseling, case management and referrals for clients in crisis as a result of domestic violence and/or sexual assault.
- Provides clients with support from a client defined advocacy model of service.
- Meets expectations of funding sources in terms of contract requirements.
- Attend meetings and trainings with the Connecticut Coalition Against Domestic Violence (CCADV) and the Connecticut Alliance to End Sexual Violence (The Alliance).
- Maintains accurate case files and enters data into client database as soon as possible.
- Works collaboratively and cooperatively with staff, volunteers and community groups.
- Manages all hotline operations, including direct supervision of hotline staff, development of hotline schedule, reporting and quality assurance.
- Coordinates with Program Director to implement and monitor the LAP program with all 6 police departments in our catchment area.
- Acts as agency liaison to SafeConnect.

Unit Management

- Works collaboratively with Director of Youth & Adult Services & Chief Information and Operating Officer to ensure data entry is accurate and reporting is completed on time.
- With the Program Director, reviews and plans for future funding needs for crisis and housing

services.

- Determines unit goals and develops relationships that will assist client referral needs.
- Develops, maintains and updates operational manuals and protocols for crisis and housing services.
- Provides leadership, guidance and support to staff, including scheduled supervision, employee performance evaluations and professional development.
- Trains and monitors safe house and hotline staff, interns and volunteers to ensure quality service delivery and adherence with administrative procedures (e.g., case notes, entry of data, etc.) and contract obligations.

Agency

- Participates in agency's community outreach and awareness activities.
- Represents the agency on local and statewide meetings/advisory communities and taskforces.
- Provides outreach and training to community providers on issues related to the dynamics of domestic and sexual violence including trauma informed crisis intervention.
- Participates in all appropriate agency meetings and trainings.
- Special projects as assigned.

Qualifications

Required

- Bachelor's Degree in social work or related human services field and 3 to 5 years of experience working with victims of domestic and/or sexual violence or similar populations. Master's degree preferred.
- Experience working in residential settings as well as providing community outreach to partners and case management services.
- Knowledge about trauma-informed services and practices.
- Experience providing self-sufficiency and empowerment services.
- Strong commitment to The Center's mission.
- Excellent verbal and written communication skills required.
- Must have good organizational skills.
- Ability to work with diverse populations.
- Satisfactory completion of The Center's certification training.
- Daily access to a car with a valid CT driver's license.

Preferred

- Proven leadership skills; experience managing and motivating others either directly or in a team environment
- Computer literacy, including data entry experience, utilization of software packages, Microsoft word and internet/e-mail.
- Experience with case management software.
- Bilingual English/Spanish

Note: The above statements are intended to describe the general nature and level of work being performed by people assigned to the classification. They reflect the essential elements and general responsibilities of the position, but are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. The performance of all essential functions listed is subject to reasonable accommodation in accordance with the Americans with Disabilities Act.