



Connecticut Coalition Against Domestic Violence

Job Description

Position Title:	Director of Member Organization Services
Location(s):	655 Winding Brook Dr., Glastonbury CT, 06033
Status:	Full-Time, Exempt
Reports to:	Executive Vice President/Chief Operating Officer
Duration:	Permanent

SUMMARY

The Director of Member Organization Services and Technical Support leads CCADV's contractual and relational activities around responses to victims of domestic violence, statewide through a social justice framework. This is an essential position whereby the project lead will possess capabilities around tactical thinking, strategic planning, thoughtful decision-making, and conflict resolution. This individual should be rooted in innovation with an ability to identify, assess and implement ongoing and emerging practice within the context of Connecticut's 18 domestic violence organizations and essential stakeholders. The director ensures that policies and initiatives meet grant expectations and best practice standards and reflect legal and regulatory requirements. This position will support program oversight of member organizations related to CCADV standards, data, reporting, contracts, program implementation, training and special initiatives. This director works in collaboration with the organization's diversity and inclusion leads to ensure that services to victims are trauma-informed and through a race and equity lens with an aim to ensure that culturally-specific responses exist for communities of color.

SPECIFIC RESPONSIBILITIES

The following descriptions include essential functions of the job and does not imply that these are the only duties to be performed. Employees will be required to follow other job-related duties as deemed necessary and requested by their supervisor or management.

Project Leadership

- Serves as a leader and innovator around supports and guidance to domestic violence organizations with a continuous view toward emerging best practice, culturally specific responses, standardized responses, and quality assurance with emphasis to understand and support unique responses to communities of color.
- Leads responses to children impacted by family violence around training, technical assistance, emerging practice, and productive relationships with stakeholders.
- Is uniquely positioned to offer a dynamic set of ongoing opportunities within the context of comprehensive advocacy to support community-based, certified domestic violence advocates around promising approaches within the framework of established service standards.
- In collaboration with CCADV's Director of Quality Assurance, leverages informed practices through Salesforce and Efforts to Outcomes (ETO) data and reporting system to ensure that advocates are best positioned to utilize the system. Possesses the ingenuity to synthesize data as a resource to inform systems work, trends, gaps, and opportunities for enhanced advocacy.

- Leads in the standards monitoring process with a view around continuous quality improvement of the experience and process; will conduct site-visits and/or audit organizations and project activities and offer a report for CCADV, funders, and the monitored organization.
- Interprets and implements standards for member organizations to ensure appropriate responses to victims of domestic violence. Offers ongoing leadership around annual assessments of current and emerging standards.
- Initiate and lead work groups, task force entities and other bodies within the domestic violence advocacy and stakeholder system to assess policy and practice with a continuous aim to improve the systemic response to survivors.
- Reviews and evaluates policy and procedures, applying standards and contracting criteria in coordination with the Director of Quality Assurance and ensures that elements of comprehensive advocacy are reflected in the standards in such areas as substance abuse, mental health, high volume cases, high risk cases, conflict resolution, referrals and resources, collaboration with various entities, or other factors and seeks to offer national best practice interventions through evidence-based strategies.
- Compile all data; plan, carry out and coordinate project evaluation activities; submit timely reports as requested. Complete any reports associated with this position including all quarterly narrative and statistical reports.
- Responsible for continuous and planned communication to member organizations in coordination with the Director of Policy and Communication which is robust and interesting and reflective of emerging practice.
- Maintain central office files of technical assistance, minutes, correspondence, and plans; manage a viable system to ensure agenda and minutes are developed and disseminated in a timely manner to CCADV member organizations and to other parties in accordance with CCADV's plans.

Other Activities

- Works collaboratively with member programs and builds strong, positive relationships.
- Collaborates with other CCADV staff and actively participates in the daily operations of CCADV.
- Participates, encourages, and promotes a diverse, equitable and respectful work environment.
- Adapts to changing job priorities in accordance with CCADV's needs, remaining positive and open to innovative ideas and developing new skills as needed.
- Supports the decisions and priorities of CCADV's management and Board of Directors.
- Accepts personal accountability in the fulfillment of CCADV's objectives and adherence to policies.
- Obtains information and identifies key issues and relationship relevant to long-range strategic planning for prevention of domestic violence.
- Make referrals and collaborate with appropriate CCADV staff or other resources in order that requests from special initiatives for technical assistance and/or training are appropriately and adequately met.

KNOWLEDGE & SKILLS

The Director of Membership Organization Services possesses, at minimum, a bachelor's degree in Social Work, Human Services or a related field— although a combination of appropriate higher educational training and work or intern/volunteer experience in the field of domestic violence may be considered (i.e. two years of related work experience is equal to one year of college education) with two or more years of supervisory or management experience preferred. The Director should have extensive proficiency in the field of domestic violence or related human service issue. Due to the incredibly high level of leadership involved in this position, the candidate will possess advanced interpersonal and communication skills that

allow for working with diverse groups and individuals. This position requires the ability to think expansively and generate solutions by drawing upon varied sources, making linkages between seemingly disparate concepts and combining ideas in new and innovative ways.

We also ask the following of the candidate:

- Verbal and written fluency in English and Spanish preferred. Bilingual individuals of other growing, culturally specific communities within Connecticut are also encouraged to apply.
- Excellent organizational skills and attention to detail.
- Proven expertise in program planning and development.
- A comprehensive understanding of the services and programs of Connecticut's domestic violence providers, as well as community-based resources.
- Capacity to maintain confidential information and records and complete accurate & timely reports.
- Demonstrated ability to incorporate the principles of diversity, equity & inclusion into program goals and expectations.
- Ability to develop training materials and facilitate training in relation to department needs.
- Successful completion and maintenance of domestic violence counselor certification, per CGS 52-146k.
- Commitment to CCADV's mission, as well as issues related to domestic violence.
- High level of comfortability operating computer-based technology, office machinery, and various information databases.
- Must be able to remain in a stationary position approximately 50% of the time.
- Ability to attend to various office needs of light to medium physical effort, lifting and moving boxes occasionally up to 50lbs.
- Flexibility to travel, reliable transportation, and valid driver's license.
- Ongoing compliance with federal funding requirements including successful completion of background checks and drug screens.
- Understanding of client-centered, trauma informed services and the unique needs of individuals experiencing domestic violence.
- Experience effectively maintaining a healthy work environment for staff that encourages professionalism, respect, and continuous improvement.
- Demonstrated experience with managing multiple projects within given deadlines; in fast paced high energy working environment.

CCADV is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.