



The Center for Family Justice

753 Fairfield Avenue
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JOB DESCRIPTION

Title: Domestic Violence & Empowerment Services Program Manager

Date: July 2026

Reports to: Director of Clinical Services and Latine Advocacy

Status: Full-time, Exempt

Summary

Supervises and supports The Center's Domestic Violence Advocacy Services department, which provides intake, crisis intervention, advocacy, short-term counseling, case management and referrals for victims of domestic violence/ intimate partner violence as well as sexual violence/abuse. In addition, this position will also coordinate The Center's empowerment/self-sufficiency services.

Responsibilities

Program

- Provides intake, crisis intervention, advocacy, short-term counseling, case management and referrals for victims of domestic violence and sexual violence victims (as needed).
- Provides specific oversight, support, leadership and program development to domestic violence advocacy Services.
- Works in collaboration with the Community Advocacy Program Managers to coordinate services for victims of abuse and violence that include providing coverage for the walk-ins and hotlines.
- Co-facilitates support groups for adult and child/youth clients that are victims of, or have been exposed to domestic violence/intimate partner violence.
- Provide clients with support from a trauma informed, strength based, and client defined advocacy model of service.
- Attends meetings and trainings with the Connecticut Coalition Against Domestic Violence and the Connecticut Alliance to End Sexual Violence as needed.
- Maintains accurate case files and enters data into client database as soon as possible.
- Works collaboratively and cooperatively with staff, volunteers and community groups.

Empowerment & Self-Sufficiency Services

- Develops and evaluates culturally and linguistically responsive empowerment and self-sufficiency programs that promote safety, economic independence, and equitable access for survivors and their families.
- Works in collaboration with agency staff on the assessment and identification of community provider resources and workshops for clients that focus on economic empowerment.
- Serves as the point of contact for Justice Center partners that work on empowerment and self-sufficiency services and schedule client workshops as needed.

Unit Leadership

- Provides direct supervision to the Domestic Violence Advocacy team including the Latine advocates, Child Advocate, and Adult Advocates.
- Ensures contract compliance and adherence to coalition standards including monitoring data

entry, contract reporting, and other deliverables.

- Responds to subpoena in the absence of the “Keeper of Records.”
- Assesses program strengths, challenges and areas for continued program development.
- Assesses staff strengths and areas for development and works collaboratively with staff to create professional development opportunities.
- Advises the advocates in client interactions and crisis intervention.
- Leads and supports unit specific projects including, but not limited to, further Latine program development and Child Advocacy projects.

Agency

- Support Community Education & Prevention department by providing education and training to students, community professionals, and general public as needed.
- Participates in all appropriate Center meetings and trainings.
- Acts as back-up to staff and provides direct services as needed.
- Represents The Center at meetings with state and local agencies.
- Special projects as assigned.

Qualifications

Required

- Bachelor’s Degree in human services field and at least 3 to 5 years of experience working with victims of domestic and sexual violence including child abuse as well as program development and supervisory experience. Master’s Degree preferred.
- Bilingual English/Spanish.
- Understanding of trauma informed services.
- Strong commitment to The Center’s mission.
- Strong organizational skills, an ability to work independently and self-motivate.
- Ability to work with diverse populations.
- Ability to handle multiple tasks in a fast paced environment.
- Excellent verbal and written communication skills required.
- Demonstrated employee development and performance management skills.
- Ability to solve complex problems and to inspire and motivate staff.
- Satisfactory completion of The Center’s certification training.
- Daily access to a car with a valid CT driver’s license.

Preferred

- Computer literacy, including data entry experience, utilization of software packages, Microsoft word and internet/e-mail.
- Experience with ETO (Efforts to Outcomes) or other case management software.
- Supervisory and leadership experience.