

Job Description

MANAGER OF COORDINATED COMMUNITY RESPONSE

JOB SUMMARY

The Manager of Coordinated Community Response (CCR) is a key member of the Willow Domestic Violence Center team and is responsible for the day-to-day execution of the CCR program. The Manager of Coordinated Community Response will provide leadership and guidance for each staff member, intern, and volunteer working with CCR clients involved. The Manager of Coordinated Community Response, case management, access to onsite partners, advocacy and support to clients in the program while using best practices and a trauma informed approach. The ideal candidate is client centered and will have experience in case management, crisis management, community resources and excellent communication skills. The Manager of Coordinated Community Response is expected to think independently with minimal supervision from direct supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Leadership and Strategy Implementation

- Supervises the team members, interns and volunteers of the Family Justice Center program.
- Collaborates with the Director of the Family Justice Center to support programmatic development, tracking, grant compliance, and evaluation.
- Ensures standard operating procedure manuals for advocacy programs are current and being utilized.
- Participates in strategic planning and meets the applicable goals of the Agency as defined in its Strategic Plan.
- Maintains an evaluation tool and process to assess effectiveness of service and compliance with program objectives; identify unmet/emerging needs and develop recommendations.
- Responsible for the timely and accurate collection of department statistics.
- Finds solutions to identify gaps and barriers to services; and to seek out and delegate additional projects when client work is slow.
- Engages in bi-weekly supervision with the Director of The Family Justice Center to practice self-reflection, increase self-awareness, build skills, provide & receive feedback, and engage in consistent communication on quality of CCR services & program functioning.
- Facilitates CCR team meetings on a weekly basis to ensure continued strategic growth rooted in the organizational values and priorities.

Coordination of Services

- Oversees and coordinates program services delivered to survivors through Willow's CCR partnerships.
- Acts as a liaison between Willow staff and CCR partners and facilitates positive collaboration and coordination of services amongst partners.
- Serves as a competent, flexible, leader of CCR services and larger Willow team who fosters a positive, healthy, and values-aligned work environment.
- Coordinates the consistent implementation of client feedback surveys who utilize CCR services.
- Maintains the on-site coverage schedule and ensures adequate coverage so all survivors are supported.
- Ensures that client files and service notes are complete and up-to date at all times.

Intake & Support

- Support team members in assisting survivors seeking CCR services in obtaining on-site support from CCR partners.
 - Answers questions and explains the court process, procedures, expectations and options.
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- Provides survivors of domestic violence with information regarding the criminal justice system; conducts initial needs assessments; crisis intervention; referrals to community resources, other Willow programs, and legal services; and provides accompaniment/advocacy. Provides ongoing safety planning and power and control assessments.
- On an as needed basis, assists survivors in writing their petitions for an Order of Protection in Monroe County Family Court.

Education & Training

- Well versed in Trauma-Informed Care and Solution-Focused Models of providing services. Assists other staff, interns, and volunteers in utilizing these models.
- Provides training to Willow staff, CCR partners, and community agencies related to the dynamics of domestic violence and working with victims of domestic violence within the legal system.
- Trains and supervises team members, interns, and volunteers on CCR program service delivery and best practices with multidisciplinary team.
- Attends and is an active participant in agency trainings, staff meetings and identified CCR partner meetings.

Documentation and Reporting

- Collects, maintains and records program statistics to support grant objectives and ensures all appropriate documentation is submitted to funding agencies in adherence with their guidelines.
- Oversight and responsibility for the proper monitoring, tracking, and documentation of community program activities and processes.
- Ensures the collection of timely quantitative and qualitative program statistics for reporting are administered for all programs.
- Provides information to community agencies addressing domestic violence services provided.
- Using agency software, completes timely and accurate documentation of all services.

OTHER DUTIES AS ASSIGNED

- Maintain confidentiality at all times.
- Complete all functions in an ethically and culturally humble manner.
- Respond to hotline calls when necessary and available.
- Document all hotline calls following the agency's procedures.
- Any other duties as may be assigned.
- Attend and participate in large agency initiatives

REQUIRED QUALIFICATIONS

- Master's Degree in Human Services field preferred or Bachelor's Degree with comparable experience.
- A minimum of one year of counseling, case management or advocacy experience. Program management and supervisory experience preferred.
- Bi-Lingual preferred; able to read, write and speak Spanish and/or ASL proficiently.
- The ability to select, develop and motivate people and create a positive work environment is essential. Must be able to display a high degree of professionalism while keeping difficult situations in proper perspective.
- Ability to prioritize tasks and handle numerous assignments simultaneously.
- Ability to recognize and maintain confidential information.
- Sound judgement and decision-making ability.
- Must be adaptable and flexible.
- High degree of organizational skills and attention to detail.
- Excellent communication skills (verbal and written) are required.

ADDITIONAL INFORMATION

- Reports to: Director of Family Justice Center
- Hours/Status: Full-time / Exempt
- Pay Rate: \$60,405.80 annually



OUR MISSION: To prevent domestic violence and champion survivor safety, justice, healing, and hope.

OUR VALUES: Inclusion, Respect, Integrity, Excellence, Collaboration

HOW TO APPLY

Submit cover letter and resume by mail, email:

◦Mail: P.O. Box 39601, Rochester, NY 14604 ◦Email: HR@willowcenterny.org

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

We offer a generous benefits package including paid time off, and a 401k retirement plan.

Willow Domestic Violence Center is an Equal Opportunity Employer

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.
