

**MID CENTRAL COMMUNITY ACTION, INC.**  
**JOB DESCRIPTION**

**Job Title:** CDV Program Manager

**Position Level:** Level 6, full time, salaried, exempt

**Supervision Received:** CDV Program Director

**Supervision Exercised:** Residential Services Coordinator, Outreach Coordinator, Adult Therapist, and Court Advocates

**Job Summary:**

Provide direct services to victims of domestic violence, including crisis intervention, safety planning, legal advocacy, counseling/emotional support, general advocacy, referrals, and domestic violence education. Direct supervision of all advocates, implement and monitor all services, oversee quality assurance and outcomes, and manage CDV in the absence of the Program Director.

**Specific Skills:**

**Position Specific Duties and Responsibilities/ DV Advocate:**

- Provide Intake/Assessment of clients for service eligibility.
- Provide crisis intervention, legal advocacy, individual counseling/emotional support, life skills and general advocacy via Crisis Hotline and in-person.
- Organize and prioritize daily services and responsibilities to ensure that client needs are met.
- Ensure professional relationships with clients to create an atmosphere of empathy, safety and support.
- Maintain accurate and current information regarding issues and policies impacting survivors of domestic violence.
- Update and enhance knowledge of community resources and materials relevant to the clients served.
- Provide proper linkage and referrals to other providers as needed.
- Provide transportation to clients as needed.
- Coordinate and communicate responsibilities with team members to ensure client needs are met.
- Ensure fulfillment of grant objectives and expectations.
- Update and maintain client files in a timely and accurate manner.
- Maintain time sheets in a timely and accurate manner.
- Maintain knowledge and adhere to internal organizational guidelines, philosophies and protocols.
- Demonstrate diplomacy and tact in all interactions with various system representatives and community partners.
- Collaborate with other providers on behalf of the clients we serve.
- Represent the organization with professionalism at all times.
- Participate in community awareness events and agency fundraising activities.

- Attend staff meetings, trainings, etc., as required or scheduled.
- Other duties as assigned.

Position Specific Duties and Responsibilities/Program Manager:

- Act on behalf of the Program Director in her/his absence.
- Assist Program Director with administrative duties as needed/assigned.
- Assist the Program Director with developing and revising agency policies, procedures and the Personnel Handbook.
- Direct supervision of all employees not including the Program Director.
- Implement and monitor all direct residential and non-residential services.
- Provide case coordination, review and ensure accurate documentation.
- Oversee quality assurance of services and outcome measures to meet funder's requirements.
- Coordinate and/or provide 40-hr training for Employees/Volunteers as need with the Outreach Coordinator.
- Coordinate and/or provide supervision of Employees/Volunteers for 150 hours of Supervision per ICDVP.
- Supervise interns – BA & BS.
- Participate and provide leadership on various external committees, task forces and councils as assigned.
- Provide community education presentations and professional trainings as assigned.

Build and enhance community relationships:

- Represent the organization with professionalism at various community meetings and events.
- Participate and provide leadership on various external committees, task forces and councils as assigned.
- Demonstrate diplomacy and tact in all interactions with various system representatives and community partners.
- Collaborate with other providers on behalf of the clients we serve.
- Provide community educational presentations and professional training as needed.

Marginal Duties and Responsibilities:

- Upkeep and cleaning of office/building space.
- Sorting, organizing, storing and distributing donations.
- Research and/or gather resources to directly assist clients and/or to perform job.

Supervisory Responsibilities:

- Direct supervision of all employees except the Program Director.

### Qualifications:

- The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Knowledge and Skills:

- Ability to speak and write in a logical, clear and grammatically correct manner.
- Excellent organizational skills.
- Demonstrate proper judgment, problem solving and decision making under pressure.
- Ability to read, comprehend and explain complex contracts and documents.
- Ability to read, analyze and interpret common reports and documents.
- Ability to prioritize, multi-task, organize, plan and meet established deadlines.
- Ability to work both independently and cooperatively.
- Knowledge of women's, children and youth issues specifically related to domestic violence.
- Ability to work with diverse group(s) of people in varied settings.
- Commitment to and experience in working with people from diverse cultural, ethnic, and socioeconomic backgrounds.
- Familiar with trauma-informed care model.

### Job Specifications:

Physical Requirements: Ability to perform required tasks

Education: Bachelor's Degree required

Required Training: 40-hour domestic violence training completed

Certification: IL Certified Domestic Violence Professional certification preferred (required within 1 year of job)

Prior Experience: 5 years (minimum) experience working in domestic violence survivors services field

Other: Commitment to MCCA's vision, mission, culture, guiding principles, goals, and objectives.

### Work Environment:

- Ability to work in varying levels of noise.
- Ability to work with numerous interruptions.
- Ability to work with possible exposure to chemicals/cleaning products.
- Ability to perform basic cleaning functions such as sweeping, mopping, laundry, dish washing, etc.
- Ability to process information regarding acts of severe domestic violence, sexual violence, child abuse.

### Equipment Used:

- Ability to use standard, cordless and cell phones.
- Ability to use – Word, Excel, Access, and E-mail.

- Ability to use general office equipment – copier, fax, scanner, printer.

Other:

- Ability to work some evening, weekend and holiday hours required.
- Ability to travel locally and regionally.
- Valid driver's license, current insurance, and reliable transportation.
- Ability to pass required criminal and other background checks.
- Ability to pass required pre-employment drug screening.

**Mid Central Community Action is an Equal Opportunity Employer. We are deeply committed to providing a diverse and inclusive environment for our staff and clients.**

**MCCA is proud to be an equal opportunity workplace and is an affirmative action employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, are based on merit, competence, performance, and business needs, without regard to race, sex or gender identity, mental or physical disability, religion, age, national origin or ethnicity, sexual orientation, marital status, HIV status, veteran status, or parental (or pregnancy) status.**