



Eastern Band of Cherokee Indians

Job Description

Position ID Number: 485-1400-001	Last Revised: 06/14/2013
Position Title: Domestic Violence Program Manager	Department: Domestic Violence
Reports to: Director of Human Services	Division: Public Health & Human Services

Primary Function: Coordinates and supervises the unit, personnel, facilities, direct services, and administrative activities for the Domestic Violence Program Unit and reports directly to the Executive Director of Tribal Public Safety. Performs advocacy functions for Domestic Violence/Sexual Assault victims. Including crisis intervention, identifies resources for victims and families, outlining an action plan for victims, accompanying victims to court, and provides outreach services.

Job Duties and Responsibilities:

- Coordinates and supervises specific program development tasks outlined in the employee work plan.
- Works cooperatively with other tribal program units and staff to effectively and appropriately serve EBCI enrolled members.
- Coordinates and supervises achievement of funded activities and meeting of Grant objectives.
- Establishes and maintains law enforcement and court system data gathering for report generating with regard to frequency of reports and intervention with relevant crimes.
- Directs, supports, supervises, and provides back-up to program unit staff to assure progress of client cases, quality, and appropriateness of services, and that all clinical concerns are referred to counselors who may further assess, counsel, or treatment.
- Provides and documents individual coaching and counseling session for staff.
- Must work weekends and holidays, as the Walkingstick Shelter is a 24-hour shelter for domestic violence victims and their children.
- Responds to emergency calls in a timely manner.
- Ensures that family needs are addressed in the assessment, and that service plans developed for the client and their families are congruent with their needs.
- Coordinates with the program planner to provide staff development opportunities, in-services training, and professional growth.
- Conducts annual employee performance evaluations and recommends personal action when indicated.
- Coordinates with program unit staff to ensure clients are assisted in accessing other program services such as child care, support groups, displaced homemaker services, counseling, etc.
- Directly promotes effective working relationships with courts, judges, and law enforcement personnel and ensures the program unit staff collaborates to maintain this.
- Provides crisis counseling and monitors direct services to ensure that post-crisis casework services are provided to promote viable alternatives and sustainable changes in the client's lives in or to reduce risk of victimization.
- Seeks out funding sources, grants, etc. to supplement program services.
- Expands DV/SA services to surrounding countries to ensure services are available for victims.
- Participates on committees, boards, etc. to promote the program and enhance service capabilities.
- Must be available to respond to provide staff coverage and for emergencies on a 24/7 basis; rotation on call to cover vacancies if necessary.
- Performs job duties according to established safety guidelines and tribal policies.

- Must be able to pass, obtain, and maintain Red Cross first aid and CPR training.
- Performs other duties as assigned by the Executive Director.

Education /Experience: Bachelor's degree in Social Work, Psychology, or a Human Service field preferred, or two-year degree and four years of related experience.

Job Knowledge:

- Must have through knowledge of dynamics of domestic violence and the aftermath of physical, sexual, or emotional violence, and long-life victimization.
- A general knowledge of the social and political issues surrounding gender oppression, gender violence, and partner violence, and adult and child sexual assault.
- Must be able to organize work, deal effectively with the client(s), staff, and all other departments involved with the domestic violence program.
- Must be able to write reports and correspondence.
- Must be able to use a computer and all other office machines as required.
- Must possess a valid unrestricted North Carolina driver's license.

Complexity of Duties: Follows procedures and guidelines in the workplace with minimal supervision. Must be able to communicate clearly, concisely, and constructively verbally and in writing. Must have the organizational and administrative skills to maintain records, files, and logs and to compile data to generate reports. Must be creative in addressing and anticipating problems and possess the wisdom and the ability to lead, follow, and stay calm under pressure. Consistent access to reliable, insured, road-worthy transportation. Ability to travel, to be on call, and be away overnight, when necessary.

Contact with Others: Has frequent contact with clients, law enforcement, and other persons in the community often by telephone. The nature of the work requires a high degree of tact, courtesy, and responsiveness; follow through, confidentiality, and professionalism.

Confidential Data: Has access to departmental records, budget information, files, memorandum, statistics, juvenile information, correspondence, and court proceedings, all of which would be considered confidential material. Must adhere to all tribal and departmental confidentiality policies and procedures.

Mental /Visual /Physical Effort: Close concentration and attention to detail is required while performing most duties of the job. The employee is subject to frequent interruptions, both by phone and in person, which require varied responses with each contact. The duties of this job will be performed both in and outside a normal office environment and will routinely require standing, walking, sitting, kneeling, reaching, speaking, seeing and hearing. The job will occasionally require moving up to 10 pounds.

Environment: Work in normal business office/courthouse environment while performing most job duties. At times will be required to accompany clients to various locations where there could be exposure to traffic and extremes in weather conditions.

Extent of Supervision: This position has overall management and supervisory responsibility for the success of the domestic violence program and personnel. Duties include preparation of budget, training, evaluation, motivation and termination of employees. Job requires that long range goals and objectives be established.

Scope of Supervision: Directly oversees 11 employees within the domestic violence program.

**Supervision
Received:**

Works under the direction of the Executive Director of Tribal Public Safety.

**Responsibility for
Accuracy:**

Meeting/Discussions with Clients require a high degree of accuracy and follow through. Undetected errors could have a major impact on the viability of Domestic Violence Program. Review of work following established procedures, protocol, follow through, proofing, etc. Shall be required to prevent most errors.