



Eastern Band of Cherokee Indians

MANAGER - DOMESTIC VIOLENCE & SEXUAL ASSAULT

Position Description

Program:	Domestic Violence	Reports to:	Director - Health Operations
Division:	Public Health & Human Services	Position Number:	948514001
Classification:	Exempt	Revision Date:	10/01/2022
Pay Level:	15	Safety Sensitive:	No

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

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.

ESSENTIAL DUTIES, FUNCTIONS, & 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 Walking stick 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 childcare, 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.

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- 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.

Scope of Supervision:

Position works under the direct supervision of the Director of Health & Human Services. Daily program management and operations should be handled independently within the parameters outlined by the Director Human Services and within the structure of the PHHS Division. The individual in this position must demonstrate initiative and be a self-starter.

MINIMUM MANDATORY QUALIFICATIONS

Experience:	Five (5) years of related experience required. Experience to include 2 years working in a supervisory role.
Education:	Bachelor's Degree in related field required. Equivalent combination of education and experience may be in lieu of degree, with required related experience of an additional: 5 years with a High School Diploma/GED equivalent; or 3 years with an Associate's Degree.
Licenses & Certifications:	Valid, insurable NC Driver's License required. Must be able to pass, obtain, and maintain Red Cross First Aid and CPR Training.

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Must have thorough 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, 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.

Safety/Accuracy Focus:

Position is responsible for the accuracy and competence of work performed by all staff of the Domestic Violence & Sexual Assault Program. Work performed by the staff of the DV/SA Program is often directly associated with the health, safety, and welfare of Tribal members and as such, the DV/SA Manager must ensure that the program is compliant with mandated regulations. Position manages a complex set of programs and services with different funding rules and performance requirements.

Key Relationships:

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.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes.

Discretion – Confidential Data:

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Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. 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.

Complexity of Duties:

This position includes completing tasks of varying complexity levels. Follows procedures and guidelines in the workplace with minimal supervision. Must be able to communicate clearly, concisely, constructively, verbally and in writing. Must have 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 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.

PREFERRED QUALIFICATIONS

No other preferred qualifications.

WORK ENVIRONMENT

Work Environment: Works in a 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 extremities in weather conditions. Work consists of office environment and travel to meetings or home visits. Home visits may have sanitary or safety issues which will need to be remediated or investigated for family safety reasons.

**Mental/Visual/
Physical Effort:** Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. May occasionally required to lift up to 50 pounds. 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 will 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.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

Disclaimer: *The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

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ACKNOWLEDGMENT

I have reviewed the content of the **Manager - Domestic Violence & Sexual Assault** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date