

Director of Program Operations

Introduction:

The mission of the Family Safety Center of Memphis and Shelby County is to provide one location that effectively combines civil, criminal, health and social services for victims of family violence. The goal is to provide a central-point-of-entry facility which co-houses public and private organizations which address the myriad of challenges faced by victims of family violence.

Essential Functions:

Manages the Family Safety Center's day-to-day operations, ensuring safe work practices and work environment for staff and clients.

Assists or conducts scheduled safety training program requirements for assigned personnel;

Supervises client service flow staff and manages day-to-day activities relating to client flow;

Manages day-to-day activities relating to service provider operational issues ensuring a cohesive work environment;

Manages multiple programs, including program outcomes and evaluations;

Provides staff development and conflict resolution services to FSC staff, partner-provided staff, volunteers, and interns;

Maintains and evaluates FSC policies and procedures;

Assists in administrating and communicating to all assigned employees issues regarding FSC policies, procedures and client responsibilities;

Communicates to Executive Director any information affecting or having the potential to affect client or employee relations;

Provides domestic violence assistance to all service providers and performs Domestic Violence Trainings and Orientation to new staff and partners;

Participates in and coordinates community outreach efforts relating to domestic violence issues;

Performs related duties as required.

Position Requirements:

Graduation from an accredited college or university with a Bachelor's Degree in Social Work, Sociology, Psychology, or related field and 5 years of experience in related work, including two years supervisory experience which includes managing various programs; or an equivalent combination of education and experience.

Considerable knowledge of all areas of best practices relating to domestic violence including, but not limited to: identification, safety, implementation, confidentiality, development, and supervision.

Skill in supervising personnel staff; skill in providing assistance to clients and referring clients to appropriate social services organizations and programs; skill in interviewing

techniques; skill in problem solving and decision making; skill in conflict resolution. Ability in dealing with persons experiencing family and economic stresses; ability to communicate effectively with hostile, abusive or irrational individuals; ability to work effectively under highpressure circumstances; ability to communicate effectively, both verbally and in writing; ability to communicate effectively with diverse groups of individuals utilizing tact and diplomacy; ability to operate personal computer and basic office equipment; ability to establish and maintain effective working relationships with clients and/or families, co-workers, County employees, and community outreach and other organizations, vendor and other social service providers.

Must secure and maintain a favorable background investigation.

Required to be on call 24 hours a day, may be required to work more than 40 hours during the work week.

The ideal candidate will be experienced in administrative and executive management and will be able to work independently with little or no supervision. This person must be exceedingly well organized, flexible and enjoy the administrative challenges of supporting a multi-partner public and social services program providing services to victims of family violence. Expert written and verbal communication skills, strong decision making ability and attention to detail are equally important.

Family Safety Center

Position: Director of Program Operations

To apply: Send a resume and cover letter by mail to:

Connie Ross

Family Safety Center Director

1085 Poplar Ave.

Memphis, TN 38105

or by email to: Connie Ross, Family Safety Center Director at cross@memphiscac.com

Deadline for applications is: OPEN UNTIL FILLED, but priority will be given to those applications received by December 15, 2009