

HOPE HOUSE OF SOUTH CENTRAL WISCONSIN, INC.
Job Description

POSITION: **Sexual Assault Program Manager**

STATUS: **Full time, Benefits Eligible**

REPORTS TO: **Director of Victim Services**

POSITION SUMMARY:

This position oversees client services programming for victims of sexual violence, child sexual abuse and human trafficking in Sauk, Columbia, Adams, Juneau and Marquette Counties. Programming includes 24/7 crisis response, advocacy, supportive peer counseling, information and referral, and education. This position oversees and supports mobile advocates providing sexual assault and human trafficking services.

RESPONSIBILITIES:

Staff Support and Development:

- Assure competent and productive staff through training, mentoring and coordinating staff development opportunities.
- Lead, supervise, encourage and assist direct service staff in reaching their professional goals.
- Actively participate in agency, team and managers meetings.
- Responsible for ensuring high quality, inclusive sexual assault services for the communities we serve.
- Other duties as assigned.

Program Development:

- Maintain Priority of Safety for Victims and Staff.
- Develop an understanding of the needs of individuals affected by sexual assault and create an integrated delivery system in the community to meet those needs.
- Develop new, or enhance existing programs as appropriate to meet the needs of individuals affected by sexual assault, and human trafficking.
- Ensure that programs and services are survivor-centered, strengths-based, trauma-informed, and culturally sensitive and empowerment focused.
- Complete other duties as assigned.

Community Relations:

- Develop and maintain positive working relationships among community organizations to enhance cooperation with common programs; represent the agency at meetings with other service providers to develop ways of working together.
- Provide leadership for community programs to improve the status of individuals affected by sexual assault.
- Participate in community, state and other professional organizations as appropriate.
- Provide community education about agency needs, victim advocacy, and victim support services.
- Develop an understanding of the needs of individuals affected by sexual assault and create an integrated delivery system in the community to meet those needs.

Client Services:

- Provide crisis intervention/crisis response services including assessing safety and risk factors.
- Facilitate access to emergency care, shelter, and support services.
- Provide information, support and resources to help sexual assault victims make informed choices.
- Provide education on issues related to sexual violence including trauma, coping strategies, healing from abuse, etc.
- Answer Hope House's 24-hour crisis/helpline as scheduled
- Make appropriate referrals to service providers (i.e. law enforcement, SANE, physical and mental health services, crime victims' compensation, public health, victim witness, schools, social services, etc.) as appropriate and desired by clients.
- Provide advocacy and accompaniment as needed or requested.
- Provide follow-up services for program participants.
- Plan, coordinate, implement and facilitate support groups for sexual violence survivors focusing on choices, safety, personal wellness, coping skills and healthy relationships.
- Complete other duties as assigned.

Systems Advocacy:

- Identify and create community partnerships/alliances with individuals, agencies and organizations that may have contact with victims/survivors.
- Actively participate in Coordinated Community Response Teams, Sexual Assault Response Teams, Community Networking Groups, I-Teams and other on-going formal networks of local stakeholders to ensure communication and collaboration between Hope House and other systems.
- Participate in training opportunities for law enforcement, health care providers, judicial officials and human services to provide education on issues related to sexual violence.

Awareness and Education:

- Publicize and promote knowledge of Hope House services and provide information on how to access services among the public, community services providers, law enforcement, health care providers, etc.
- Participate in community events and activities to increase awareness of sexual violence and inform how to access Hope House services.

On Call Rotation:

- As scheduled, respond to requests from hospitals, health care providers, law enforcement and human services departments to provide direct client services for victims/survivors. Provide accompaniment for victims/survivors as requested/appropriate.
- Respond to law enforcement requests for advocacy services including victim interviews, Lethality Assessment Protocols, and faxed/email referrals.
- Provide shelter shift coverage on-site as needed/assigned.

QUALIFICATIONS:

Education / Experience:

- Master's Degree in Social Work or related field preferred
- Bachelor's Degree and 5 years of human services experience is required.
- Minimum of 3 years of experience in a supervisory position.
- Must have direct experience with hiring, performance management, disciplinary action and staff development.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to

successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to stand, sit, talk, hear, walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee is occasionally required to smell.
- The employee must occasionally lift and/or move up to 50 lbs.
- Specific vision abilities required by this job include close vision, color vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK CONDITIONS:

The work conditions for this job description are:

- This position is based at the Resource Center in Baraboo. Travel throughout the 5 county service area and Dane county is required occasionally.
- Access to reliable transportation and travel are required to perform essential duties. Must maintain valid Wisconsin driver's license. Obtains and maintains the required motor vehicle liability insurance requirements and an acceptable motor vehicle record.
- Must pass criminal background check.
- Flexible work hours are required to accommodate for after-hours/weekend on call response, client services, meetings and community events.

This information indicates the general nature of work and level of responsibility for this position. It is not intended to be a comprehensive list of duties and responsibilities. Hope House strives for a fully inclusive work environment and does not discriminate on the basis of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, familial or marital status, and/or with regard to public assistance or any other characteristic. Hope House is an Equal Opportunity Employer.