

## Non-Residential Program Manager

### Job Description

Full time or Part Time up to 30 hrs. per week  
\$18.00 to \$19.00 per hour

**Position status:** Hourly, non-exempt. Reports to Executive Director

**Summary:** Provide supervision of non-residential client services aimed at helping clients gain immediate safety as well as knowledge, skills, and resources to help them succeed in safe, healthy lives. Provide coordination of non-residential related activities including, but not limited to include outreach activities and fundraising. Oversee non-residential program and supervise staff to ensure compliance with achievement of goals and objectives in accordance with agency policies and procedures and meeting regulatory requirements. This includes building relationships with the community and potential donors, educating the community and potential donors about the significance of the shelter and services that Haven House provides to the community/prevention.

**Specific job duties and responsibilities:** Following agency protocol as detailed in Haven House's written policies and procedures and specified by funding sources:

- Schedule and training for non-residential staff on protocols and service documentation, supervises day-to-day client services, and handles day-to-day dilemmas and crises related to clients
- Create, and keeps posted at all times, a written shift schedule for non-residential staff.
- Supervise staff to ensure all services are trauma informed and are in compliance with funders
- Oversee documentation such as client files, intake, safety planning and progress notes for accuracy, completeness and timeliness as specified by funders and policy, and coordinates with the Data Quality and Compliance Support Specialist
- Oversee ongoing trainings for staff as mandated by Funders
- Provide support, supervision and evaluation to non-residential staff members including staff redirection, documentation of discipline, and yearly evaluations. Provides the Executive Director with documentation/investigations for potential terminations
- Coordinate bi-weekly non-residential staff meetings to ensure each client's needs are met. Participates in individual and team supervision meetings
- Respond to crisis calls, emergencies and house functions as needed
- Complete monthly one-on-one supervision with staff and meet all required deadlines
- Non-residential outreach activities as needed
- Work with the Executive Director to develop and implement a structured non-residential program
- Assist in coordinating fundraising events, and event planning with Haven House staff and special events board subcommittee
- Promote and raise awareness of the mission and need for Haven House through coordinating tabling events, speaking engagements and fundraising engagements within the community
- Identify and author small grants from government, private foundations and corporations
- Solicit donations from community members or organizations
- Research individual donor best practices, survey current Haven House donors and implement communication and retention strategies for donors
- Attend in-state/out-of-state travel as needed

- Respond to crisis calls and conduct phone intakes and in-shelter intakes. Providing person-to-person consultation on the crisis situation including safety planning
- Provide Transportation for clients in Haven House Assigned Vehicles
- Throughout each work shift, monitor facility security including attention to gates, doors, visitor access to facility, and visitor and client sign-in and sign-out
- Other duties as assigned. (Many Haven House staff members are cross-trained to do tasks other than strictly case management and some may be assigned other duties as appropriate for individual skills and interests or to meet the needs of our clients and our organization.)

**Minimum Staff Requirements and Qualifications:**

1. Demonstrated work history with the target population
2. Demonstrated ability to coach, mentor, and model positive work relationships for staff and participants
3. Ability to effectively communicate verbally and in writing; 6. Must have training regarding cultural awareness relevant to populations being served
4. Demonstrate knowledge of and adherence to foundational principles of the agency including mission/philosophy/policies and procedures
5. Satisfactory clearance of criminal background check. Health and Diagnostic test with negative outcome
6. Current certification in CPR and First Aid

Master’s degree in a human services related field or Bachelor’s degree with one (1) year experience in a human services related field OR High School/GED diploma with five (5) years relevant experience and have one (1) year experience in conducting interviews and writing assessments.

Must have cultural awareness and sensitivity training relevant to the populations being served. An initial 40-hour DV specific training through the two CYFD approved training entities and/or Victim Advocacy Training (VAT) as approve by VOCA. Twenty (20) hours minimum of ongoing training per year related to target population, crisis management, crisis intervention policies and procedures, and community resources is required. Individuals answering telephones must be trained to screen for domestic violence. Current Valid NM Driver’s License.