

CAREER OPPORTUNITY

Crisis Intervention & Advocacy Manager
Full-Time 40 hours/week), Exempt; Management
Compensation: 58k starting DOE
Location: YWCA Silicon Valley, San Jose, CA 95112
Website: www.ywca-sv.org
Department: Support Services Department



Join a passionate, dynamic team dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all. For over 100 years, YWCA Silicon Valley has provided programs and services that form a critical continuum of response, healing, and prevention. To encourage survivor self-determination, services are delivered through a strengths-based, non-judgmental and trauma-informed lens that aligns with our mission. **Be a key part of shaping this future as our new Crisis Intervention & Advocacy Manager.**

Reporting to the Support Services Director, the Crisis Intervention & Advocacy Manager:

- **Manages all crisis intervention and response services to victims of sexual assault, domestic violence and human trafficking and serves as point-of-contact for the Crisis Response Teams.**
- Leads a high-performing team of 12+ staff providing crisis intervention, follow-up and advocacy services to sexual assault (70%), human trafficking (20%) and domestic violence (10%) survivors
- Ensures systems are in place for monitoring program activities i.e. manages data and reporting; conducts regular case reviews; and ensures policy compliance
- Ensures the successful daily operation of the program, including but not limited to business operations, community relationship building, financial management and grant compliance.
- Creates and maintains strong, win-win partnership with law enforcement, SART nurses and other community organizations critical to the successful delivery of crisis intervention and advocacy services.
- Ensure that all program activities comply with all relevant legislation, VAWA & PREA regulations, and corporate policies
- Ensures successful integration and management of 30+ volunteers to provide crisis response services
- Participates in program planning, design, change management, individual leadership development, goal setting, community engagement and problem solving

We are seeking a highly motivated individual with a high level of self-awareness, emotional intelligence and demonstrated leadership skills. Essential to this role is a demonstrated ability working with culturally and economically diverse individuals and families; a demonstrated ability to function effectively in a fast-paced environment and to respond appropriately to unexpected situations. You must have an understanding of feminism and a strong commitment to social justice. Key to success the ability to prioritize and make effective decisions; and model healthy boundaries with empathy and compassion.

- **Candidates must have either a minimum 3-5 years of management experience or 5+ years program experience.**
- Candidates must have a Master's Degree in social services or equivalent combination of education and experience.
- **Candidates should be competent in using Microsoft Office (Word, Outlook, Excel, PowerPoint) and have experience in confidential data management, grant management, and record keeping.**
- **An ideal candidate will possess knowledge of sexual assault and domestic violence issues, trauma and survivor-centered service provision.**

The ideal candidate is a warm, highly organized self-starter deeply committed to leading from a strengths-based, social justice and anti-oppression framework. Bilingual, bi-cultural and bi-literate skills are highly preferred but not required.

Work hours are primarily Monday through Friday, including some evenings. **On-call duties are required and you will serve as back-up support for the In-Person Response Team and point of contact for emergencies.** Delivery of service may include overtime to accomplish task at hand. Work includes lifting up to 30 pounds.

Required: Cleared background check (fingerprinting), valid TB test, valid California driver's license, 4 -years driving experience, reliable transportation and auto insurance. Must have completed or be willing to complete 65hr-trained California State Sexual Assault Counselor certifications. (Training will be provided).

TO APPLY: Submit Resume & Cover Letter to resumessupportservice@ywca-sv.org with "Crisis Intervention & Advocacy Manager" in subject line. First deadline for submission of resumes: **December 12th, 2017.** Please do not telephone. The YWCA Silicon Valley is an Equal Opportunity Employer. Thank you for your interest in employment with the YWCA. We may be unable to respond to every individual submission due to a high volume of applicants.