

POSITION TITLE: **DIVISION DIRECTOR**

DIVISION: Victim Services

REPORTS TO: Executive Director

SUPERVISES: Operations Program Manager, Advocate Program Manager, Community Engagement Program Manager, and Volunteer Program Manager / Educator

STATUS: Exempt

SUMMARY:

Plans, organizes, promotes, and manages all operations of the Victim Services Division (Rural Resources Victim Services and Kids First Children's Advocacy Center) and programs to meet the needs of communities in the service area. Program areas include domestic violence and sexual assault, child sexual abuse, child physical abuse, elder abuse and all other crimes against persons or property.

Provides in person response, including but not limited to medical advocacy, to victims as needed. Serves victims in crisis as needed.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- * Accountable for the administration of assigned programs to achieve goals within budgeted funds and available personnel; plans and organizes workloads and staff assignments, reviews progress, directs changes in priorities and schedules as needed to assure work is performed in a timely and efficient manner according to appropriate guidelines, procedures, and regulations.
- * Accountable for planning leadership, direction and development of short and long-range plans; gathers, interprets and prepares data for studies, reports and recommendations; coordinates programs with other departments and governmental agencies, and local community agencies.
- * Directs the financial well-being of assigned programs by researching funding sources, developing and writing proposals, performing cost control activities and monitoring contract spending; approves program expenditures; assures the efficient and economical use of program funds, personnel, materials, facilities and time; assures that required funding requests and reports are submitted.
- * Researches, recommends, and coordinates program or service changes; reviews and evaluates programs; negotiates contracts; monitors new programs or services and assures compliance with regulations and objectives.
- * Directs the selection, supervision and evaluation of assigned staff.
- * Establishes work rules, safety requirements and performance standards.

- * Conducts or oversees performance evaluations, and initiates and implements disciplinary actions as warranted.
 - * Provides for the training and motivation of subordinates.
 - * Establishes and implements policies, procedures, and standards for the efficient, safe, and effective operation of assigned programs.
 - * Monitors service provision to assure operational compliance with applicable rules and regulations.
 - * Directs the development and maintenance of systems and records that provide for the proper evaluation, control and documentation of assigned operations.
 - * Accountable for the preparation of reports and correspondence as required.
 - * Directs the resolution of problems or emergencies affecting the availability or quality of services.
 - * Responds to the most sensitive or complex inquiries or service complaints.
 - * Promotes assigned programs and services; maintains contacts in service area communities; attends various public meetings and makes presentations to increase public awareness of programs; acts as resource person for the media regarding programs and services.
 - * Provides program and agency representation by participating in various committee, organization and local, state, and national agency meetings to exchange information, provide guidance and input, and to remain up-to-date on current program developments.
 - * Provides in person response, including but not limited to medical advocacy, to victims as needed.
 - * Serves victims in crisis as needed.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge of federal, state, and local policies, procedures, and regulations applicable to program areas.
- Extensive knowledge of modern principles and practices of management and supervision.
- Ability to develop and implement short and long-range plans to meet program needs.

- Ability to plan, organize and oversee assigned programs, including monitoring work schedules, developing and monitoring budgets, and evaluating the work of subordinates.
- Ability to analyze and evaluate operations and develop and implement corrective action to resolve problems.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with subordinates, staff, outside organizations, and the general public.
- Ability to perform social and economic research and development.

REQUIRED EDUCATION OR EXPERIENCE:

A Bachelor's degree in public administration, management, or related field and four years of experience in a social service agency, including at least two years of direct service advocacy experience in a domestic violence; experience supervising staff, contract administration and grant writing experience;

or

Any combination of education and experience which would provide the applicant with the desired skills, knowledge and ability required to perform the job.

REQUIRED CERTIFICATION AND LICENSES:

Valid driver's license in state of residence.

Auto insurance in the amounts required by the State of Washington.

Access to reliable transportation.

Acceptable completion of a criminal history background check.

*** ESSENTIAL FUNCTIONS**