



Empowering individuals, families and our communities to take action against violence and abuse.

## **Job Opening: PROGRAM MANAGER**

### **DESCRIPTION**

Monarch Services (formerly Women's Crisis Support-Defensa de Mujeres) is looking for a dynamic leader to oversee the agency's Prevention and Child and Youth programs. The Program Manager is responsible for the successful implementation and maintenance of the agency's county-wide prevention efforts and crisis intervention work with youth. The goal of the programs is to promote social change through outreach, education, community organizing, volunteer opportunities, and advocacy for families, all of which can contribute to a violence-free community. Some evening and weekend work will be required. Monarch is seeking an experienced manager who isn't afraid to take risks and sometimes fail, and who wants to work in a "Next Generation" and socially progressive organization. The Program Manager is a member of the Leadership team and the position is based in both our Watsonville and Santa Cruz offices.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Manage and supervise all aspects of successful program implementation for domestic violence, sexual assault and human trafficking intervention with youth and outreach, education and training program services for the community.
- Supervise prevention and child and youth staff.
- Coordinate, implement, lead, and deliver trainings, workshops, and presentations on domestic violence, sexual assault and/or human trafficking.
- Assist child and youth staff to develop therapeutic skills.
- Convene meetings with community partners to strengthen partnerships.
- Plan, implement and evaluate program operations and projects focused on fulfilling the mission of Monarch Services.
- Work closely with local schools for successful youth outreach and education efforts.
- Develop and oversee all child and youth and prevention outreach and presentation materials to promote programs.
- Coordinate staff trainings and maintain accurate records in accordance to grant requirements.
- Complete a State-Certified Domestic Violence/Sexual Assault Peer Counselor Training and maintain Peer Counselor certification by completing continuing education requirements.
- Provide back-up coverage to staff on assigned weekends and evenings.
- Provide crisis intervention services, as needed, to survivors of domestic violence and/or sexual assault.
- Oversee documentation of services, and assists with the narrative of written reports in compliance with funding requirements.
- Participate in preparing, monitoring and administering the program budgets.
- Serve as Monarch Services representative at public meetings and committees as assigned
- Attend staff meetings, training sessions, supervision, management meetings, and other agency meetings as required.
- Maintain effective working relationships with other agency staff, volunteers, board of directors, clients, and with representatives of government, and other community organizations.
- Provide general oversight of office ensuring facility is staffed and equipped for client and/or volunteer services.
- Other duties related to the specific classification as assigned.

### **MINIMUM QUALIFICATIONS:**

- Oral and written fluency in English and Spanish preferred.
- Bachelor's degree in Social Sciences (or related field) plus at least five years of related work experience.
- Experience conducting presentations to community groups and strong understanding of outreach strategies to underserved communities.
- Supervisory experience and demonstrated ability to motivate others in a positive manner.
- Thorough knowledge of the principles of human behavior and development and psychological defense mechanisms.
- Excellent written and verbal communication skills and ability to effectively present sensitive topic materials to a wide range of audiences.
- Ability to evaluate program, community, and client needs.

- Demonstrated ability to maintain accurate records and reports.
- Ability to make independent judgments and work independently with minimal supervision.
- Experience with planning and program development related to community services.
- Ability to work a flexible schedule and provide support to staff during some evening and weekend hours.
- Have a sense of humor and demonstrate grace under pressure.
- Must be professional, gracious, and culturally embracing.
- Knowledge of intimate partner violence, sexual assault, and community resources.
- Ability to work with people of diverse ethnic, cultural, religious, socio-economic, sexual and political orientations.
- Possession of valid California driver's license and use of an insured vehicle.
- Computer proficiency with MS Office including Word, Powerpoint, Publisher, and Outlook.

#### **PHYSICAL JOB REQUIREMENTS:**

During working hours, employee must have the ability to:

- Sit for long periods during working hours.
- Lift objects to 25 pounds from floor to shoulder level and carry for brief periods.
- Bend and stoop while filing.
- Twist and reach while at a desk or computer terminal.
- Maintain physical and mental composure while dealing with emergencies, crisis situations and deadlines.
- Hear and speak well enough to converse over the phone or in person.
- Legally and physically able to drive personal or agency vehicle during and after work hours.

**Classification:** At-will, Exempt, full-time

**Salary:** \$62,000/year salary and up depending on experience

**Benefits:** Generous benefits package including employer paid Health, Dental, Vision, Life and Retirement benefits available.  
Flexible Spending Plan and Dependent Care Plan available.  
13 Holidays and Paid Time Off benefits for regular employees.  
5 Friday office closures during spring and summer months.  
Extensive opportunities for professional development, mentoring, and coaching.  
Cell phone stipend. Flexible work schedules. Self-care retreats.

**How to apply:**  
**Submit your resume and cover letter packet**  
**clearly outlining your related experience to this position**  
**via e-mail (MS Word or PDF formats only) to [brianal@monarchsc.org](mailto:brianal@monarchsc.org)**  
**The position will remain open until filled.**

*Imagine yourself working for a social justice organization that helps transform lives and communities...*

#### **About Monarch:**

Monarch Services, formerly Women's Crisis Support~Defensa de Mujeres, was established in Santa Cruz County in 1977. Through crisis counseling, legal assistance, and advocacy, we help survivors of domestic violence, sexual assault, and/or human trafficking become survivors and repair their lives. Monarch Services has the only rape crisis center and emergency domestic violence shelter in Santa Cruz County and the Pajaro Valley. Monarch is an equal opportunity employer and values diversity of ethnic, cultural, religious, socio-economic, political backgrounds, gender identification and abilities.

#### **Cultural Humility Statement**

Monarch Services embraces the spirit of cultural humility by understanding and dismantling systemic oppression through a lifelong commitment to self-reflection and self-critique of one's own power and privilege in society.

United Way of Santa Cruz County Family Friendly Workplace Award Recipient 2009 & 2013.

Monarch Services is a green-certified business.

