



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 passionate person with solid leadership skills who can manage a vital agency program with little supervision. The Program Manager is responsible for the successful implementation and maintenance of the agency's county-wide prevention efforts. The goal of the Prevention Program 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. The areas of the prevention program include: presentations to community organizations; an eight-week family workshop series on domestic violence prevention; outreach to underserved communities; volunteer and internship opportunities for community members; interactive presentations. The Program Manager must be fluent in English and Spanish and be able to effectively communicate orally and in writing. Some evening and weekend work will be required. The Program Manager is a member of the Leadership team and the position is based in both our Watsonville and Santa Cruz offices. The majority of the prevention work will focus on underserved communities in mid and north Santa Cruz County.

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

- Ensure successful implementation of the agency's county-wide prevention work and understand the theory and concepts of primary prevention work.
- Supervise prevention staff, including the hiring, training, performance evaluations, and, when necessary, disciplinary action and/or termination of employment.
- Manage and supervise all aspects of the program implementation for domestic violence, sexual assault and human trafficking outreach, education and training program services.
- Coordinate, implement, lead, and deliver trainings, workshops, and presentations to the community on domestic violence and/or sexual assault.
- Convene meetings with community partners in an effort to strengthen partnerships.
- Plan, implement and evaluate program operations and projects focused on fulfilling the mission of Monarch Services.
- Coordinate annual domestic violence, human trafficking, teen dating violence and sexual assault awareness campaigns.
- Work closely with local schools for successful teen outreach and education efforts.
- Develop and oversee all 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 budget.
- 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 required.
- Bachelor's degree in Social Sciences (or related field) plus one year of related work experience or five years progressive professional 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.
- 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.
- 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:** \$52,000/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 [leeannj@monarchsc.org](mailto:leeannj@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.

United Way of Santa Cruz County Family Friendly Workplace Award Recipient 2009 & 2013.  
Monarch Services is a green-certified business.

