JOB OPENING:
PROGRAMS DIRECTOR

Monarch Services (formerly Women’s Crisis Support Defensa de Mujeres) is a social justice organization working to address and end gender-based violence and to promote equality across class, education, race, ethnicity, immigration status and religion. Monarch Services has a 39 year history of advocacy and education in the areas of domestic violence, sexual assault, and human trafficking. The organization has a strong focus on prevention and public policy and is well respected throughout California.

The Programs Director is responsible for the management and supervision of direct service programs. This position requires a strong command of managing programs and staff, clinical experience, excellent leadership skills, experience evaluating programs, and extensive experience collaborating with other social and human service agencies. The Director reports directly to the Executive Director and is part of the executive and leadership teams. Some evening and weekend work is required. The position is primarily based in the Santa Cruz office with some office hours in the Watsonville office.

DUTIES AND RESPONSIBILITIES

Programs Development & Evaluation
- Oversee the organization’s various direct service programs including our 24 hour crisis support services, shelter, advocacy, children and youth program, etc.
- Plan and evaluate programs, operations, systems, and projects focused on fulfilling the mission of Monarch Services.
- Ensure successful implementation of county-wide programs, ensuring a trauma informed approach.
- Responsible for program development and ongoing evaluation for the maintenance, expansion and growth of the agency.
- Identify ways of expanding and improving programs in order to leverage infrastructure and serve our community better.
- Identify and develop ways to ensure clients receive comprehensive services in order to produce positive outcomes.
- Develop evaluation mechanisms for assessing programmatic impact.
- Develop annual objectives for grant applications, and ensure achievement of these objectives; assist in preparation of reports in compliance with funding requirements.
- Attend staff meetings, case management, supervision, trainings, and executive and leadership team meetings.
- Oversee the development of outreach materials or presentations to promote programs and services.
- Coordinate with the Administrative Manager to ensure the timely submission of grant reports in support of client services.
- Knowledge of technology and how to utilize it to support programs and staff productivity.

Supervision/Human Resource Management
- Supervise the work of program managers and staff, offering resources and fostering their development through training, evaluation, coaching while ensuring high performance and quality client services.
- Provide clinical support to program staff to avoid or reduce stress and vicarious trauma.
- Participate in the recruitment and hiring of staff.
- Contribute to the recognition, retention and training of volunteers and develop opportunities for their increased involvement in client service programs.
- Foster collaboration and integration between programs, including cross training, staff overlap, etc.
- Responsible for developing and maintaining clear roles and relationships among program staff.
- Contribute to ensure that personnel practices are in compliance with agency policies, legal requirements, and Union contract as applicable.
- Utilize staff and volunteer resources effectively, ensuring efficiency and leveraging the strengths and resources available.
- Provide recommendations on personnel actions to the management team.
- Participate to monitor and review customer service standards.

Leadership
- Serve as a member of the executive team and play key role in the agency’s policies and direction.
- Contribute to strategic oversight of all programming, program development and evaluation.
Work closely and provide direction to other members of leadership team, especially around program development and client services.
- Contribute to discussions regarding policies and direction with Board of Directors and their committees when requested.
- Serve as lead contact on grant projects and assist in coordinating site visits from grantors.
- Work closely with the Administrative Manager to develop operational agreements.
- Manage contracts with consultants including providing support and direction, as needed.

**Community Collaboration & Partnerships**
- Convene meetings with stakeholders, as needed for special projects and issues.
- Conduct presentations to community groups, Board of Directors, elected officials, and other groups as needed.
- Develop new and maintain existing relationships with community partners including volunteers, representatives of funding sources, government and community organizations, law enforcement, county personnel, rape crisis centers, shelters, state advocacy groups, and others, as needed.
- Represent the agency at public meetings, commissions, task forces, and on committees as assigned.
- Seek opportunities to increase public visibility.

**QUALIFICATIONS:**
- Bilingual; oral and written fluency in English and Spanish preferred.
- Master’s Degree in Social Work or related field preferred plus three years of related work experience -or- seven years progressive work experience.
- Extensive supervisory experience and demonstrated ability to motivate and inspire others in a positive manner.
- Strong experience managing social service programs or services and proven ability to evaluate program, community, and client needs.
- Ability to work within a flexible schedule including some nights and weekends to ensure coverage and back up support to staff.
- Excellent written and verbal communication skills.
- Demonstrated ability to maintain accurate records and reports.
- Ability to make independent judgments and work independently with minimal supervision.
- Knowledge of and experience working in the Latino community and other unserved and underserved populations.
- Knowledge of intimate partner violence, sexual assault, substance abuse, 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.
- Working knowledge of personal computer and experience with Word, Excel, Powerpoint, etc.

**PHYSICAL JOB REQUIREMENTS:**
During working hours, employee must have the ability to:
- 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 work hours.
- Sit for 75% of working hours; Lift objects to 25 pounds from floor to shoulder level and carry for brief periods.
- Twist and reach while at a desk or computer terminal.

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

**Salary:** $67,000/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.
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.