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## ***Monarch Services is seeking a Program Manager***

*At-will, Exempt, Full-Time Position*

*Salary: \$75,000/year depending on  
experience (includes bilingual pay)*

*Position is based in both the Watsonville and Santa Cruz Office*

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### WHY JOIN US

We are activists, advocates, feminists, leaders, empower-ers striving to create a world free from violence and abuse.

We are committed to serving as leaders for social change for the benefit of the community through advocacy, shaping policy and collaborating with community partners.

Our workplace is dynamic, filled with daily adventures as we continually self-exam our work, and who we are from a programmatic, gender, and equity lens.

Now, imagine yourself working for a social justice organization that helps transform lives and communities...

### THE OPPORTUNITY

The Program Manager must be fluent in English and Spanish and be able to effectively communicate orally and in writing. The Program Manager must work well independently and be able to thrive in a socially progressive and dynamic environment while being a decisive leader. Flexibility to work non-traditional work hours, including the possibility of responding to call-outs, is essential. This position will report to the Program Director. Monarch Services requires prior experience in human services with a strong command of outcomes-based programming.

Monarch is looking for a person with maturity, high professional standards and ethics, the ability to work with minimal supervision, and strong analytical skills. The Program Manager must have confidence mixed with a sense of humor, humility, and a deep appreciation and respect for violence prevention work. This position is primarily based in both the Watsonville and Santa Cruz Monarch office.

### QUALIFICATIONS

- You have training and experience equivalent to a bachelor's degree in social sciences (or related field) preferred.
- You have three or more years of related work experience or more than five years of relevant work experience.
- You have knowledge of and experience working in the Latinx community and other unserved and underserved communities.
- You have knowledge and passion for working with underserved and unserved communities.
- You have thorough knowledge of the principles of human behavior and development and psychological defense mechanisms.

- You have working knowledge of the functions of social service agency.
- You have knowledge and experience of the principles of personnel supervision and training.
- You have knowledge of intimate partner violence, sexual assault, human trafficking, and community resources.
- You have the ability to make independent judgements and work independently with minimal supervision.
- You have the ability to work flexible hours including evenings and weekends.
- You have a sense of humor and demonstrates grace under pressure.
- You are a professional that is gracious and culturally embracing.
- You have a valid California driver's license and use of an insured vehicle.

## SKILLS

- Fluency in English and Spanish is preferred.
- Demonstrates ability to maintain accurate records and reports.
- 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.
- Ability to work with people of diverse ethnic, cultural, religious, socio-economic, sexual, and political orientations.
- Demonstrates ability to maintain accurate records and reports.
- Experience with planning and program development related to community services.
- Working knowledge of personal computer, experience with MS Office software including Word and Outlook.
- Adaptable to changes within programs and agency.

## PRIMARY RESPONSIBILITIES

### Programs:

- You will ensure successful implementation of county-wide programs that address domestic violence, sexual assault and human trafficking.
- You will plan, assign, review and evaluate the work of staff.
- You will review and approve case summaries and service plans.
- You will assist program staff to develop therapeutic skills and case management techniques.
- You will determine procedures for solving problems using sound casework practices.
- You will facilitate group and individual meetings with program staff to discuss assignments and cases.
- You will participate in recruitment of staff.
- You will assist in evaluating the performance of staff.
- You will evaluate program policies and procedures and makes recommendations to supervisors.
- You will evaluate case problems and provide leadership and consultation to staff in the development and implementation of case plans.
- You will act as liaison to county wide multi-disciplinary teams, participating in coordinated meetings, regional meetings, and other meetings related to service delivery.
- You will assist in training of agency volunteers and ensure effective client service delivery.

- You will maintain and strengthen relationships with community agencies that provide services to domestic violence, human trafficking, or sexual assault survivors.

#### Administration:

- You will participate in monitoring and administering Program budgets.
- You will oversee documentation of services and prepare written program reports.
- You will develop and maintain program specific materials.
- You will develop controls to accomplish work within framework of established laws, policies, procedures and priorities.

#### General:

- You will serve as Monarch Services' representative at public meetings and committees as assigned.
- You will attend staff meetings, training sessions, supervision, management meetings, and other agency meetings as required.
- You will maintain effective working relationships with other agency staff, volunteers, board of directors, clients, and with representatives of government, and other community organizations.
- You will provide general oversight of office ensuring facility is staffed and equipped for client and/or volunteer services.
- You will provide back-up response to 24-Hour On-Call Program as needed.
- Other duties related to the specific classification as assigned.

## BENEFITS & PERKS

### Keeping you healthy

We take a holistic approach to wellness physical, emotional, and financial. Our comprehensive benefits package includes:

- Up to 100% agency paid medical, dental, vision, and life
- 403B retirement benefit with up to 4% employer match
- Flexible Spending Account and Dependent Care Plan available

### Balancing your Life

Work-life balance is an essential aspect of selfcare. That's why we provide generous time off policies for everything life throws your way. Whether it's family, personal, or medical related we've got you covered.

- 16 Holidays and Paid Time Off benefits for regular employees.
- Self-care retreats.

### How we collaborate

We cultivate comradery between all Monarch staff and programs supported by a range of fun activities that bring us together.

- Agency Engagement Committee

## WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly required to walk; sit; drive; use hands to finger, handle, or feel; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Accommodations will be made based on ability and accessibility.

Maintain physical and mental composure while dealing with emergencies, crisis situations and deadlines.

### **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 [Careers@monarchsc.org](mailto:Careers@monarchsc.org)  
Email Subject Line: Program Manager**

**NON-EXEMPT EMPLOYEES OF MONARCH SERVICES ARE REPRESENTED BY  
SERVICE EMPLOYEES INTERNATIONAL UNION.**

**MONARCH SERVICES IS AN EQUAL OPPORTUNITY EMPLOYER.**

**WE VALUE AND WELCOME DIVERSITY OF ETHNIC, CULTURAL, RELIGIOUS, SOCIO-ECONOMIC, POLITICAL  
BACKGROUNDS, SEXUAL ORIENTATION/IDENTIFICATION AND ABILITIES.**

**We take pride in being a family-friendly and green-certified workplace.  
We lead by example to protect our environment and support families.**