



**AFSSA**  
ASIAN FAMILY SUPPORT SERVICES OF AUSTIN

## Domestic Violence Program Manager

Please read, then click SUBMIT at the bottom of the page

*AFSSA is seeking a Domestic Violence Program Manager. Working with your staff of client advocates, you will ensure the delivery of high-quality client services and advocacy to survivors of domestic violence. As Manager, you will develop program plans, monitor and improve efficiency of service delivery, track and review programmatic goals, and ensure your program's performance remains in compliance with all Grantor, local, state, and federal rules and regulations.*

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### ABOUT ASIAN FAMILY SUPPORT SERVICES OF AUSTIN (AFSSA)

AFSSA is a non-profit organization located in Austin, Texas with a staff of thirty-seven who are passionate about breaking the cycle of violence in Asian and immigrant communities. Through education, advocacy, and self-advocacy, we empower Asian survivors of sexual violence, domestic violence and human trafficking by improving their access to services, and increasing the community's awareness of the various forms of gender-based violence and oppression.

AFSSA supports our dedicated team of professionals by providing medical, dental, and vision insurance at no cost to our employees. Paired with a generous annual time-off policy, AFSSA demonstrates a level of care for our employees not seen in many workplaces. Time-off includes up to: 208 hours of paid time off; 40 hours of Floating Holidays; 48 hours of Official Holidays; and Comp time. AFSSA also offers a 401k retirement program with an employer match.

*Guided by our core values of Prevention, Advocacy, Responsiveness, and Transformation, AFSSA provides high quality, client-centered, and strength-based survivor and community services in Central Texas.*

### POSITION SUMMARY

Reporting to the Director of Client Services, the Domestic Violence Program Manager is responsible for the operation of the agency's domestic violence client services and advocacy. The Manager ensures accessible, trauma-informed, and client-centered intake processes for all clients across all programs and is ultimately accountable for client experience and program quality. The manager participates in program development and planning, quality evaluations of services, and manages budgets and fund source compliance. The manager will make recommendations about business, administrative, and operations procedures and protocols that support compliance, improve client service delivery, and align with all agency efforts. The Manager trains and coaches advocates to deliver the full spectrum of direct client services, including hotline and intake services. The Manager is responsible for the development and appropriate use of project management tools to ensure grant deliverables are timely, employee performance is tracked, and funder compliance and all required documentation are maintained. The Manager provides subject matter expertise about the dynamics of domestic violence and sexual assault. The Manager will be an external representative for AFSSA, in collaboration and close coordination with the agency's Executive Leadership Team. Managers operate with a high degree of latitude for independent judgment and initiative within the agency's strategic goals, policies, and funder requirements. Managers ensure that agency values and goals are applied to program implementation and supports the activities of the Leadership Team.

### ESSENTIAL JOB FUNCTIONS:

- Manages a team of domestic violence advocates to provide accessible, client-centered, trauma-informed and funder-compliant intake process for clients across all services and programs
- Train and coach client advocates, volunteers, and interns to provide client-centered, strengths-based comprehensive and confidential culturally grounded, trauma-informed interventions and support for children, individuals and families impacted by domestic violence/sex trafficking
- Train and coach client advocates, volunteers, and interns to help identify the strengths, goals, and needs of clients while establishing an individualized case plan and provide ongoing advocacy-based services to support survivor in identifying needs and options within the framework of their cultural milieu, abilities, and support network
- Prepare and analyze weekly, monthly, quarterly service metrics and grant reports, and generate observations, findings, conclusions, and recommendations to respond to client needs from intake process through participation in AFSSA programs and services
- Support Director of Client Services with preparation of board, stakeholder, and funder reports
- Support AFSSA advocates as well as partner service providers to ensure continuum of supportive services for clients

- Ensure that advocates, volunteers, and interns maintain proper client files, statistics and intake forms including bio-psycho-social-spiritual assessments, individual case plans and/or reports; ensure all client files are complete and up-to-date
- Act as back-up for the agency hotline and provide training and support for safety planning and other crisis related services to hotline/intake services personnel and other advocates
- Participate in Austin area coalitions and task forces to build alliances and partnerships with community- based organizations to increase access to support services for clients
- Provide support to partner service agencies in addressing the needs of Asian survivors of domestic violence
- Coordinate continuing education trainings for staff members and community partner agencies addressing the needs and issues impacting API survivors of domestic violence
- Provide evaluation of trainings and analysis of the agency's responsiveness to survivors of abuse
- Attend various agency meetings as required including staff and direct service meetings
- Attend grantor meetings and required trainings of grantors
- Facilitate and lead Peer Support group for survivors of violence
- Adhere to all agency, state and federal policies and regulations, model agency values
- Update and maintain agency staff training resources and client resource lists
- Perform other duties as assigned by the Director of Client Services and Director of Operations

### **REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS**

- Bachelor's degree in Counseling, Criminal Justice, Social Work, Public Health, Psychology or other related field and two years' experience with advocacy or case management, sexual assault intervention, counseling, and/or crisis management OR an equivalent combination of education and experience
- Experience in management including: personnel management, coaching, budget management, risk management, program planning, and evaluation
- Ability to plan and organize work in an effective and timely manner
- Experience in trauma-informed service provision
- Knowledge of culturally grounded service provision to traditionally underserved populations
- Knowledge of Asian cultures, respect for all cultures, and ability to interact with diverse groups
- Knowledge of local Central Texas community resources
- Knowledge of gender-based violence issues and their impact on individuals and families and experience working with individuals who have experienced trauma
- Knowledge and proficiency in the use of computers, internet searches, smartphone devices and other software packages
- Must be willing to be on call evenings and weekends for periodic hotline availability
- Must submit to and successfully complete a background investigation
- Must have own transportation for frequent travel within the metropolitan area
- Ability to maintain effective relationships with staff, volunteers, community, and national partners
- Ability to maintain flexible schedule in accordance with program needs

### **PREFERRED SKILLS**

- Strong familiarity with one or more Asian languages

### **SPECIFICATIONS:**

- **FLSA Status:** Full-Time Exempt
  - **Salary Range:** \$55,000
  - **Benefits:** 100% employer paid health, dental and vision insurance. 401k program (up to 3% employer match). Generous Paid Time-Off (PTO, accrued semi-monthly @ 8 hrs per pay period), five (5) Floating Holidays, six (6) Official Holidays, and Comp time.
  - **Hours:** Minimum of 40 hours per week, including evenings and weekend commitments
  - **Required:** Valid U.S. work permit
  - **Required:** Occasional use of self-insured personal vehicle.
  - **Required:** Valid Texas Driver's License
  - **Note:** This position is subject to grant funding
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