

## **Programs Manager**

The Programs Manager provides leadership, management, and support to all aspects of ACCESS victim services teams and agency operations. The Programs Manager reports to the Executive Director. This position is a fulltime administrative position that supervises direct service staff.

### Position Responsibilities:

#### **Program Management and Leadership**

- Supervise, mentor, train, and coach team supervisory staff to meet the needs of victim/survivors, grantors, and the community.
- Hire (in conjunction with the Executive Director) the team supervisors.
- Coordinate monthly leadership, staff, and committee meetings as assigned.
- Maintain and foster relationships within, across, and external to organizational boundaries.
- Produce reports, deliver presentations and communicate with community partners.
- Assist in administrative support to on call teams and serve as acting director as assigned in absence of Executive Director. Conduct/attend meetings in absence of Executive Director.

#### **Human Resources**

- Plan and facilitate HR strategies, policies and programs.
- Maintain permanent human resource records for all staff. Process HR files as mandated by employment law and certifying agencies.
- Maintain and update policies for agency operations to include but not limited to personnel policies, by-laws, and program specific policy/procedures. Policy review and revision is done in conjunction with the Executive Director, Board representatives and Board.
- Develop and implement new employee onboarding and continued training for staff on agency operations.
- Implement and monitor employee professional development/training plans in conjunction with team supervisors—including tracking staff certification to align with Coalition requirements.
- Provide professional HR advisory services to managers, leaders, and employees as it relates to workforce planning, recruitment, talent management, compensation, position classification, performance management, employee relations, employee engagement, victim services, employee rewards and recognition.
- Work with the ACCESS Board Personnel Committee on projects and initiatives relevant to the board and human resources.

#### **Office Management**

- Oversee office operation including monitoring mail, office supplies and purchasing.
- Ensure that technology resources, including internet, phone, vehicles, and related equipment are maintained and available for agency use.
- Review and approve staff check requests, office expenditures and client assistance.
- Assist in administrative team projects as assigned.

### Qualifications:

The ideal candidate will have a bachelor's degree in a related field and multiple years of work experience in human resources and office management. In some situations, significant work experience can replace the education requirement. Essential skills include:

- **HR Acumen** – demonstrated skill and knowledge in areas of supervision, mentorship, hiring, progressive discipline, and following employment practices.
- **Coaching/Developing Mindset** – share knowledge, skills and expertise in order to encourage and reinforce individual and professional development. Demonstrated ability to have hard conversations and remain a neutral party.
- **Lead with Integrity** – instill mutual trust and confidence, create a culture that fosters high standards of ethics, and behave in a fair and ethical manner towards others.
- **Multi-tasking and Problem Solving** – ability to work under pressure and to prioritize work, meet deadlines and produce quality results on time with attention to detail. Apply critical-thinking skills to solve problems by generating, evaluating, and implementing positive solutions.
- **Collaboration** – work effectively and constructively with others. Share time, energy and knowledge with others to ensure they can succeed. Ability to work within a team and provide staff support.
- **Effective Communicator** – provide regular, consistent, and meaningful information; listening carefully to others and ensure messages are understood.
- **Strategic Thinker** – have a broad, big-picture view of the organization and its mission.

### Additional Requirements:

Candidate must be committed to completing tasks in a fast-paced environment. All ACCESS staff should be empathetic, inclusive and non-judgmental. This position provides leadership and oversight within the agency and communication, flexibility and decision-making skills are crucial.

Providing services across multiple counties requires that this position have a valid driver's license, a good driving record and ongoing access to a reliable and insured personal vehicle. As part of the hiring process we complete a background check. Not all results are disqualifying and we encourage candidates to discuss potential findings with hiring personnel.

Upon hire, all staff must successfully complete the 32-hour ACCESS victim advocacy training and continued training as needed/requested to maintain IowaCASA, ICADV and ICCV requirements and to meet the requirements of Chapter 915.20 of the Iowa Code and membership standards of these three agencies.

All ACCESS employees have a six month probationary period where performance is reviewed.

### What is ACCESS?

Assault Care Center Extending Shelter and Support (ACCESS) is a victim service agency providing assistance to survivors of domestic abuse, sexual abuse, and violent crime throughout Boone, Greene, Story, Marshall, and Tama Counties. In FY 19 ACCESS served over 1,400 survivors. Our mission is to address the roots and impact of domestic and sexual violence through services that enhance safety, empower survivors, and promote understanding and social justice within our community. We work closely with law enforcement, advocates, community agencies, homeless prevention agencies, and court systems.

### How to Apply:

Send resume and cover letter to Tess at [tess@assaultcarecenter.org](mailto:tess@assaultcarecenter.org)