



Program Director - Richmond

Are *YOU* ready to make a real difference in our community? The **Program Director - Richmond** of A Better Way's Richmond office is responsible for providing direct support and supervision to staff within the A Better Way office located in Richmond, Indiana, assisting the Executive Director in managing daily tasks and programs, and offering direct crisis intervention and support services to victims of domestic violence and sexual assault.

A Better Way provides shelter and services for victims of domestic violence and sexual assault, a Rape Crisis Center, advocacy, individual trauma-informed counseling, support groups, transitional housing, rapid rehousing, a 24-hour crisis line for persons in any crisis, education and referrals, a suicide hotline, teen dating violence and domestic violence prevention programs, and a check-in call service for elderly or disabled homebound persons.

This position is full-time and is located in Richmond, Indiana.

Essential duties and responsibilities include the following. Other duties may be assigned. *Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.*

- Manage daily operations of the Richmond site of A Better Way Services.
- Assist staff with direct client services and program management.
- Ensure proper training is offered and received by staff to effectively execute A Better Way's support services and programs, including but not limited to mobile advocacy.
- Maintain consistent correspondence with the Executive Director to address any questions or concerns regarding the facility, clients, programs, and staff.
- Provide crisis intervention services on telephone and in-person for victims and secondary victims of domestic violence and sexual assault, including emergency crisis calls and intakes.
- Complete narratives and other required documentation.
- Complete client assessments using the Family Development Matrix, assist clients in setting goals and monitor progress on personal action plan.
- Transport clients and their children as necessary for intakes and other essential meetings.
- Maintain building security as per agency policy and procedure.
- Provide supervision to staff that are primarily located in the Richmond site, including, but not limited to, bi-weekly timesheet approval, assigning on-call workers, time off requests, and staff evaluations.
- Collaborate with the Executive Director and HR Director regarding staff issues.
- Attend A Better Way team leadership meetings as scheduled, lead weekly Richmond site staffing meetings, and represent A Better Way in community meetings, events, and presentations.
- Complete other related duties as assigned.

Supervisory responsibilities Yes; Program Director – Richmond is responsible for supervising all staff, interns, and volunteers that are based in the Richmond facility.

Work environment Able to stand and/or walk up to 25% of time. Able to sit up to 50% of the time. Able to view a computer monitor for 6-8 hours per day.

Travel to Muncie, Indiana, and surrounding areas is required. Must be able to lift up to 15 pounds at times.

Education and/or Experience:

- A Bachelor's degree in Social Work, Psychology, Counseling, Behavioral Sciences or a related area of study and 4 years of experience working with victims of domestic violence or sexual assault;

OR

- Any combination of education and experience which would provide the applicant with the desired skills, knowledge, and abilities required to perform the essential job duties and responsibilities.

Knowledge, Skills, and Abilities:

- Demonstrated understanding of domestic and sexual violence.
- Ability to lead, direct, and supervise staff and programs.
- Highly developed communication skills, including communicating with a wide variety of people who may be experiencing a crisis.
- Solid organizational abilities, including planning, developing, delegating, and implementing programs and tasks.
- Willingness to represent A Better Way Services to the public.
- Proven ability to maintain high levels of confidentiality and professionalism.
- Ongoing commitment to understanding and learning the complexity of topics related to domestic violence, sexual violence, homelessness, mental illness, poverty, and crises.
- Working knowledge of computers and systems is required, including, but not limited to, Microsoft products such as Word, Excel, PowerPoint, Teams, and Outlook (or similar product knowledge).

Salary Minimum: \$60,000.00

Candidates should submit the applications to our website <https://abetterwaymuncie.org> OR Email resume to contact@abwservices.org. Please include "Rapid Rehousing Case Manager" in the subject line.

A Better Way is an equal opportunity employer, and all qualified applicants will receive consideration for employment. A Better Way Services, Inc. does not discriminate on the basis of race, color, sex, sexual orientation, age, disability, national origin, socio-economic status, religion, or any other basis prohibited by federal, state, or local laws