



POSITION TITLE: Family Justice Center Program Manager

REPORTS TO: Deputy Director

POSITION TYPE: Full time, non-exempt.

SALARY: \$71,000-\$73,000 DOQ

BENEFITS: Full benefits package including: medical, dental, vision, holidays (90 hours per fiscal year, days chosen by employee), vacation (2 weeks per year- accrued per hour worked), and sick leave (12 days/year- accrued per hour worked). 401k contribution after 12 months of employment.

HOURS: Full time 35 hours per week, Monday-Thursday 9:00AM-5:00PM, Friday 9:00-2:00PM.

LOCATION: This position is based out of our West Olympia location

About Us: Family Support Center of South Sound is a nonprofit 501c3 multi-service agency located in Olympia, Washington, founded in 1992 to provide families and survivors of domestic violence, sexual assault, stalking, and human trafficking with coordinated supportive services in one centralized location with the mission, “*Working Together to Strengthen All Families and Survivors*”. The Family Support Center seeks to build strong, healthy, safe, and hopeful families through collaborative programs and services, with the goal to reduce the impacts of family and child poverty, homelessness, and family violence in the South Sound community.

About the Family Justice Center Program: The Family Justice Center (FJC) is a multi-agency, multi-disciplinary program designed to provide comprehensive, coordinated, and co-located services to individuals and families who are affected by domestic violence, sexual assault, stalking, dating violence, and/or human trafficking. Under leadership of the four main partners; Thurston County Sheriff’s Office, Thurston County Clerk’s Office, Thurston County Prosecuting Attorney’s Office and the Family Support Center of South Sound, the FJC program co-locates non-profit and government agencies in an effort to develop collaborative relationships which support improved outcomes for survivors and their children.

Position Summary: The Family Justice Center Program Manager is responsible for ensuring survivors seeking services have access to any and all programs and partners in which they are eligible and interested in. The FJC Program Manager is critical to building relationships with community providers who are working to support victims/survivors, including community based advocates, military programs, criminal justice partners such as prosecutors and law enforcement, local government, and more. The Program Manager is responsible for collecting data from all program partners and staff for completion of required progress reporting. It is the expectation that this program manager ensures all of Family Support Center’s staff are trained in domestic violence advocacy, are confident in working with survivors, ensures all services are survivor centered and trauma informed, and foster a space of healing and safety.

Preferred Skills & Experience:

- Experience:
 - 5+ years’ experience (minimum 2 years) working directly with survivors of domestic violence, sexual assault, stalking, and/or human trafficking.
 - 2+ years’ experience supervising direct service staff such as advocates or case managers
 - Meeting facilitation
- Education/Training: Bachelor’s degree or equivalent experience in a social service or related field.
- Technology: Proficient in computer use, including Microsoft Windows programs, and electronic data base systems such as Apricot/ Efforts to Outcomes, and/or HMIS.
- Training & Certifications: Domestic Violence and Sexual Assault advocacy certification
- Knowledge of the Family Justice Center movement, and a strong commitment to promoting its core values and principles

- Experience and knowledge of local systems and community resources related to military veterans/dependents, tribal services, and other culturally diverse and/or special need populations
- Experience managing Federal grant awards/programs
- Knowledge of the criminal justice system and crime victim bill of rights
- Experience with fair housing, coordinated entry, rapid re-housing, and diversion
- Knowledge of the intersections between oppressed communities and system based responses to violence

Licenses & Other Requirements:

- Must pass comprehensive background check
- Certified domestic violence/sexual assault advocate; if not currently certified, attend training within 90 days of hire

Primary Responsibilities:

- Provide direct supervision and support to organization's domestic violence/sexual assault advocates; provide 1:1 supervision weekly, and additional support as needed
- Manage City of Lacey Advocate contract and supervise systems based advocate. Ensure contract deliverables are met, and facilitate at least quarterly meeting with City of Lacey City Attorney and Police Commander
- Maintain consistent communication with partner agencies regarding service delivery, respond to any challenges that arise
- Supervise DV specific housing case managers, maintaining a thorough understanding of rapid re-housing requirements and best practices
- Establish a robust onboarding and training plan for new and existing staff, that includes critical information for the employee to successfully fulfill their role
- Maintain supervision notes with staff, and follow up promptly on anything staff need following supervision
- Ensure staff across the FJC program and all other FSC programs collaborate on cases frequently, and maintain a thorough understanding of each others programs in an effort to streamline survivor services
- Accept and manage referrals from community partners for survivors needing confidential advocacy; promptly refer survivor to advocate and ensure advocate follows up quickly
- Coordinate the services provided by FJC partner agencies to ensure effective, compassionate services to FJC clients
- Identify additional partners and facilitate the development of new MOU's
- Build relationships and strengthen partnerships with all Thurston County law enforcement jurisdictions; work to increase their participation in CCRT and training opportunities
- Review and evaluate services, operations and client experiences continually to ensure the utilization of current best practice models and the best possible outcomes for clients
- Maintain accurate data relating to client participation and services per grant funding requirements and internal reports
- Conduct community outreach and education events to facilitate survivor awareness of the FJC program and availability of services
- Facilitate monthly Coordinated Community Response Team meetings, sending out agendas, tracking attendance and confidentiality agreements, and ensure that cases are discussed
- Work with other FJC and FSC staff to prepare case scenarios to bring to CCRT for discussion
- Identify what partners are missing from the CCRT meetings and initiate contact; check in regularly with CCRT participants about what keeps bringing them back to the meeting, and follow up with participants who no longer attend about why and how to make the meeting more effective and worthwhile
- Communicate effectively with law enforcement, judicial officers, attorneys, nonprofit organizations, elected leaders, and victims/survivors of violence

- Work with CCRT and FJC partners to identify gaps in training needs; work to secure and utilize OVW funds to increase knowledge and understanding of domestic violence, sexual assault, stalking, and dating violence in Thurston County community
- Work to build relationships with mental health therapists; maintain referral process for FJC clients to easily access OVW funded mental health services
- Actively engage in community meetings, taskforces, and collaborative efforts related to domestic violence, sexual assault, stalking and human trafficking, such as High Risk Team and DV/SA Task Force
- Participate in program management meetings twice monthly with FSC leadership and program managers; support colleagues as needed which may include providing support in person at one of FSC's shelter locations
- Provide advocacy consultation with FSC staff working with high risk survivors as needed
- Provide community presentations and tours as needed and develop media/outreach material
- Regularly check in with core FJC Partners (Clerk, Sheriff, Prosecutor) to ensure all new staff have visited the FSC and received a tour, discuss program capacity, streamlining of client referrals, etc. Work to ensure all onsite FJC partners are aware of all of FSC's programs and services, and are comfortable referring survivors to our agency as needed
- Facilitate booking of advocacy rooms for FJC partners to utilize for survivor meetings, such as victim interviews
- Work with FSC's receptionist and family room staff to ensure a clear response protocol is in place for walk-in survivors seeking advocacy in an effort to ensure no survivor is turned away without first speaking with an advocate. Act as the point person for walk-in survivors, working collaboratively with the Program Management team to identify a direct service staff to meet with the survivor if FJC advocates are unavailable. If no direct service staff are available, FJC Program Manager will step in to assess and assist.
- Provide advocacy and crisis intervention as needed, such as walk ins and to cover when an advocate is out last minute
- Participate in agency's on-call rotation to provide backup support to shelter staff in evenings; approximately 3-4 weeks per year
- Provide backup support to supervisees when on-call; answer any questions they have and troubleshoot to identify solutions to any challenges they're responding to
- Oversee the program's annual budget, ensuring spending is on track and in alignment with grant deliverables.
- Track all FJC spending, such as funding for therapy, support group, direct client assistance/items, and anything else that is funded within the FJC program
- Review request for payments from staff, ensuring all expenses meet program requirements and necessary forms/documents are completed and in client file
- Ensure all client information is accurate in Apricot and HMIS as applicable
- Complete biannual OVW performance reports
- Provide mobile outreach as needed and requested when other advocate(s) is unavailable; may include local and County wide travel at short notice
- Attend trainings specific to program manager role, which may include via zoom/web, in person locally, and some state and national travel
- Work to ensure all advocacy services provided by the Family Justice Center program are inclusive of ALL survivors, including those with disabilities, BIPOC, LGBTQIAA+
- Other duties as assigned

Individuals interested in applying should submit their resume, cover letter, and three professional references via email to the Hiring Department at hiring@fscss.org or by mail to 3545 7th Ave SW Suite 200, Olympia, WA 98502. No phone calls please. Position open until filled.

Family Support Center is an equal opportunity employer and service provider. Family Support Center shall not discriminate against any person on the basis of any legally protected status including, but not limited to: age,

citizenship, color, disability, health condition, ethnicity, marital status, national origin, religion, sex, or sexual orientation.