



Title: Director of Programs

Reports To: Executive Director

The mission of The Women's Safe House (TWSH) is to empower women and families to rebuild their lives free of domestic abuse through emergency services, education and advocacy. TWSH is one of the oldest and largest providers of such services in the St. Louis, Missouri metropolitan area and an active member of the State of Missouri and National Coalitions Against Domestic Violence. TWSH is an equal opportunity employer.

The Director of Programs will help move the mission and vision of the organization forward by overseeing and evaluating the portfolio of TWSH programs to help implement more trauma informed approaches, along with woman-defined advocacy. The Director of Programs will bring their proven ability to lead others and create a collaborative environment in order to motivate and develop staff. Under the supervision of the Executive Director, the Director of Programs will serve as a member of the Leadership Team and oversee the Programs team.

Description of Duties:

- Oversee the coordination, implementation and delivery of all programs, contracts and related services, promoting collaborative relationships between program areas and guaranteeing the expectations of funders, partners and stakeholders are consistently met. Ongoing and yearly management and re-evaluation of the services and training is required to remain compliant and ensure our programs reflect evidence-based best practices.
- Lead the design, coordination and outcome evaluation of program and organizational goals. Handle deadline driven reports and deliverables. Primarily partners with the Data Services Coordinator to ensure the data collection and reporting are consistently being obtained and reported timely.
- This position serves as the liaison between TWSH and our community partners. Strengthens existing relationships and develops new community partnerships.
- Help develop and motivate the team, building a culture of high performance management. Partners with organization leaders to help drive and sustain the requirements of TWSH programs. Provides leadership and direction for four program teams.
- Oversee the overall department budget and program budgets.

- Contribute to grant writing to ensure financial sustainability of programming. In conjunction with the Development and Finance team, reviews and submits reports timely to funders, partners and collaborators.
- Partner with our Training Coordinator to review and update our required training, making recommendations to enhance our training to be more user-friendly and engaging. Coordinate with our Training Coordinator to ensure our staff are appropriately trained and remain updated on any changes to our current training requirements.
- With the assistance of the Director of Residential Services and Team Supervisors, coordinate staffing to ensure our 365/24/7 facility is appropriately staffed and programs are being facilitated properly.
- Partner with Team Supervisors to make sure our program participants receive engaging and informative content for our ongoing group meetings.
- Work with the Director of Residential Services and Team Supervisors to measure our outcomes of programs provided to our program participants.
- Provides oversight and leadership for TWSH's Safe@Home Program; Data Services; Coordinates Disaster and Safety Teams.
- May complete internal investigations of incidents allegations and grievance, preparing written reports as needed.
- Provide other direct services to program participants when necessary, which includes advocacy, compassionate listening and will partner with the Director of Residential Services/Case Management regarding decisions to program participant's needs.
- Maximize existing resources and identify partnerships to increase sustainability.
- The successful candidate will assist in raising the agency's profile through participation in external meetings and by remaining knowledgeable of new developments within the domestic abuse and child welfare system.
- Answer the Crisis Intervention Hotline as needed and provides telephone crisis intervention counseling, information, referral and linkage to community resources.
- Acts as Administrator on Duty. On-call position, as needed.
- Provides other duties as assigned related to the Shelter and supporting survivors/their dependent children in a trauma-informed manner.

Desired Requirements and Skills:

- Bachelor's Degree is required; Master's degree preferred.
- 5-7 years relevant experience providing oversight of program and funding requirements.
- Must have at minimum 3 years leadership experience.
- Preferred experience working with victims of violence and/or homeless persons, but not a requirement.
- Must have experience with grant management and program deliverables.
- The ideal candidate will have a background reviewing program policies and procedures to increase collaboration on outcomes.
- At times, a flexible schedule is needed to accommodate a 365/24/7 facility. Standard working hours are Monday-Friday. At times, may need to work differently shifts to help accommodate the needs of the Shelter. This is an on-call position.

Other Knowledge/Skills/Abilities:

- Ability to handle multiple priorities.
- Strong organizational skills and time management.
- Demonstrate the ability to work well with people of various ethnic, racial, and socioeconomic backgrounds.
- Must adhere to TWSH policies, procedures, and standards including, but not limited to, confidentiality assisting victims of crime and similar practices.
- A deep appreciation and understanding of the issues of trauma and domestic violence.
- Willingness and ability to convey warmth, compassion, respect and non judgment to people experiencing domestic violence.
- Ability to adhere to safety policies, procedures and practices including, but not limited to wearing rubber sole shoes when lifting and carrying items.
- Must have own reliable transportation, valid driver's license and automobile insurance.

Working and Physical Conditions:

- This position will work within an organization serving women and children residing in a domestic violence shelter (confidential location).
- Able to lift up to 25 pounds.

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