

**HUBBARD HOUSE, INC.
CHILDREN SERVICES MANAGER**

WORK EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Bachelor's Degree in social work, Sociology, Psychology, Criminology or related field with two years' experience in domestic violence services or equivalent preferred. Will consider AA degree or equivalent in related field with five years' experience in domestic violence or related field or equivalent experience considered. Must have or be eligible for program specific credentials (CDA, Relocation Certification, Childcare Center Director Credential, etc...). Experience in crisis intervention, group facilitation, case management and assessments required. Experience in sexual assault and domestic violence programs is a plus. Must be experienced in Microsoft Office programs or equivalent. A valid driver's license and dependable transportation required. Must meet eligibility requirements for Hubbard House, Inc. vehicle insurance coverage.

JOB SUMMARY:

The Manager is responsible for managing the effective day-to-day operation of assigned program(s). This position requires a high degree of autonomy, discretion and judgment without assistance from supervisor. Oversees the implementation and delivery of quality services to include: crisis intervention, counseling, case management, advocacy, safety planning, assessments and development of community resources. Manager is also responsible for the hiring, training and supervising of designated staff. Manager assures compliance with the Department of Children and Families (DCF) Standards and other required standards applicable to the program. Responsible for accurately tracking required statistics, outcomes, funding source deliverables, and quality assurance measures. Participates in external and internal committees/meetings. Participates in community collaborations and public speaking. Flexible work schedule to include evenings and weekends. Participation in on-call rotation.

KNOWLEDGE AND SKILLS:

1. Must respect and advance Hubbard House mission.
2. Must possess effective computer literacy skills (Microsoft Office Suite, data entry skills, word processing, Windows-based software programs, client management programs, basic email skills, etc.).
3. Must possess effective oral and written communication skills (includes appropriate telephone, email, and social media etiquette).
4. Must possess effective reading comprehension skills.
5. Must possess strong customer service skills (courteous, friendly, etc.). Requires the ability to identify and solve problems in a calm, logical manner. Problem solving will include cooperative efforts with the program participants, volunteers, donors, and other Hubbard House staff.
6. Must be ethical (honest, responsible, accountable, demonstrates integrity).
7. Must be self-motivated, have the ability to work independently, demonstrate sound judgment, prioritize tasks, manage time efficiently and resources effectively.
8. Must be adaptable (open to feedback, change, new ideas) and be flexible in job tasks within a team format. Ability to be flexible in working hours to address emergency situations, shift coverage, meetings, speaking engagements, and various departmental/agency priorities.
9. Must be able to work within an empowerment-based service delivery system
10. Ability to work respectfully, non-judgmentally, and professionally with diverse groups of people and various populations in a culturally competent manner. This includes internal and external contacts such as program participants, Hubbard House staff, volunteers, donors, the Sheriff's office, the State Attorney's office, Hubbard House visitors, other agency representatives, project partners, and the community at large.
11. Ability to uphold and advance Hubbard House non-discrimination policy: Hubbard House, Inc. does not discriminate on the basis of race, color, religion, age, national origin, mental or physical disability/disability status, sex/gender, pregnancy, military status/status as a veteran,

genetic information, citizenship, immigration status, marital status, sexual orientation, gender identity, gender expression, limited English proficiency, language spoken, or other legally protected status.

12. Ability to effectively provide advocacy services, safety plan, conduct lethality assessments, community referrals, and counseling.
13. Ability to provide effective, immediate crisis intervention for victims and to work effectively to de-escalate crisis situations.
14. All staff who will be working directly with victims are required to successfully complete approved Department of Children and Families (DCF) 30-hour training. This must be done within ninety days of initial employment and no unsupervised contact with victims will be permitted prior to completion of training and registration with DCF for privilege communication status. Must also maintain annually required approved on-going training.
15. Must maintain eligibility requirements for Hubbard House, Inc. vehicle insurance coverage.

TO APPLY:

Please complete our online application at <https://www.hubbardhouse.org/careers> and attach your resume. Hubbard House, Inc. is an Equal Opportunity Employer. No phone calls please.