



## ***Civilian Domestic Violence Advocacy Program Manager***

### ***Mission Statement***

Hope, healing, safety, social change.  
Working together to end domestic and partner violence.

### ***Vision***

A community unified in peace, justice, and equity,  
for the safety and well-being of every individual.

### ***Statement of Welcome and Affirmation***

*DOVE welcomes refugee and immigrant survivors  
both documented and undocumented; people with disabilities;  
people who are D/deaf or hard of hearing; BIPOC (Black, Indigenous, and other People of Color);  
LGB, Queer, Trans, and Non-Binary individuals; people of all religion and faith beliefs; and  
individuals whose first language is not English.  
DOVE welcomes people of all identities, including those not named.*

### **Organization Summary**

DOVE (Domestic Violence Ended), Inc. was founded in 1978 and has since grown from one crisis hotline to a comprehensive multi-services organization. DOVE is the only domestic violence organization in Norfolk County. DOVE provides a range of services for individuals who have experienced abuse, including a 24-hour hotline, emergency shelter, safety assessment and planning, supportive education and counseling, support groups, legal assistance, assistance accessing governmental and community-based services, and community outreach and education. At DOVE, we believe that all people have the right to live free from the fear of abuse. At our core, DOVE's work is about fostering healthier and safer relationships for all. DOVE recognizes that oppression and historical and systemic inequity are root causes of problems we strive to address with and on behalf of survivors. We acknowledge that it is impossible for us to fulfill our mission without creating an equitable and inclusive environment for our staff, partners, and people we serve.

### **Job Purpose**

The Civilian Domestic Violence Advocacy Program was established in an effort to raise awareness about domestic violence, respond to victims of domestic violence, and create increased access points for services to those experiencing intimate partner violence. DOVE's Civilian Domestic Violence Advocates (CDVA) are based in Quincy, Braintree, Dedham, Holbrook, Milton, Norwood, Randolph and Weymouth Police Departments. They work with victims identified through police domestic violence calls and offer information about safety planning, as well as provide emotional support and restraining order assistance and a variety of other advocacy services. In addition, CDVA staff also solicit feedback from victims about the police department personnel's responses to the incident, and they use this information to improve training and protocols for law enforcement personnel.

The Civilian Domestic Violence Advocate Program Manager is responsible for program oversight and management. Additionally, the Program Manager works with victims/survivors who live and/or work in the Quincy, Weymouth, and Braintree communities; supports the efforts of DOVE and the Quincy, Weymouth, and Braintree Police Departments in meeting the needs of victims/survivors; and perform regular reporting.

24-Hour Hotline: 617.471.1234 or 1.888.314.DOVE (3683)

Community Advocacy & Prevention Services P.O. Box 690267 Quincy, MA 02269 617.770.4065 [www.dovema.org](http://www.dovema.org)

This position reports to the Director of Community Services (DCS).

This position is supported by and dependent on grant funds

**Responsibilities:**

***Specialized Programming: Program Management (~20%-30%)***

- ◆ Assess staffing needs, interview, recommend for hire, and provide training for CDVAP staff in policies, protocols, and practices of the shelter. Serve as a resource to staff by being available to answer questions and explain policy and practice.
- ◆ Supervise and evaluate CDVA Staff. Provide regular (weekly) individual supervision and check-in as needed with each of the CDVAs, and conduct performance evaluations annually.
- ◆ Convene and facilitate monthly CDVA Team/Case Review Meeting.
- ◆ Guide the development, implementation, and oversight of all program protocols and guidelines.
- ◆ Provide leadership in program planning, development of programmatic goals and objectives, and regular evaluation of programs to ensure quality service provision that effectively meets the needs of survivors and program participants in DOVE's CDVAP services.
- ◆ Develop, maintain, and implement programmatic policies and procedures, and maintain accurate manual, to ensure and enhance service delivery.
- ◆ Execute and ensure compliance with service delivery components of funding contracts and grants.
- ◆ Participate in orienting and onboarding all new Staff and Interns to DOVE and specifically the CDVA Program; discuss how respective roles and programs within DOVE interface and collaborate.
- ◆ Actively participate in all efforts to secure and manage funding from primary funders: VOCA grant and VAWA STOP Grant. Contribute to writing of applications and gathering of required documents (e.g., letters of support, MOUs, in-kind contribution information, etc.). Take leadership in preparations for and during site visits.
- ◆ Serve as primary staff for report-writing for funding agencies as well as other reports, including drafting reports and gathering necessary information and documents, as well as adhering to timelines and deadlines. Prepare client service documentation and programmatic statistics and reports, including calculating monthly, quarterly, bi-annual, and annual statistics. Gather and provide information for additional reports for funders, Board of Directors, and other supporters, working with by Director of Community Services.
- ◆ Maintain relationships across all primary police departments, coordinating and connecting with Chiefs and PD liaisons as needed.
- ◆ Establish/maintain connections with other PDs throughout Norfolk County.
- ◆ Manage relationship with Quincy District Court and the Quincy Court Outreach Program (QCOP).
- ◆ Participate in conducting training for DOVE's 35-hour DV training twice annually.
- ◆ Periodically represent DOVE in meetings or interactions with collaborators, community stakeholders, donors, and/or funders.

***Direct Service Provision (60%-65%)***

- ◆ Work within the Quincy, Braintree, and Weymouth Police Departments (and/or others as designated), serving as liaison between the police departments and DOVE.
- ◆ Provide follow-up services to victims of domestic violence identified in police reports and through police referrals. This includes calling victims to inform them of their rights and available services and mailing informational correspondence.

- ◆ Provide crisis intervention, emotional support, supportive counseling, advocacy, and assistance to survivors including: conducting danger assessment and safety planning as well as connecting survivors with internal and external services (e.g., legal, housing, benefits, mental health and substance abuse, etc.).
- ◆ Accompany victims to court, provide information on the court process, and aid victims in obtaining legal assistance.
- ◆ Work collaboratively with victim service providers, child protection services, and other service providers to ensure coordination of services for clients.
- ◆ Interface with DOVE's Community Advocates, Legal Advocacy Program/Staff Attorneys, Shelter-based Advocates, as well as Community Education & Prevention program.
- ◆ Maintain accurate and complete forms and documentation as required. Keep timely notes and records; track services delivered in the EmpowerDB database as appropriate.
- ◆ Be available for consultation by other team members and intern(s), and/or serve as daily point-of-contact for interns as needed as needed.
- ◆ Periodically provide coverage of the shelter and hotline.
- ◆ Participate in On-Call rotation (~one week every 8-12 weeks).

#### ***Additional Responsibilities (10%-20%)***

- ◆ Participate in community outreach efforts and relationship-building, including attending community roundtables and networking with area service providers. Attend other meetings or appointments that will assist in providing quality advocacy services to victims/survivors.
- ◆ Participate regularly and represent DOVE at local, regional, and/or state meetings as requested by DCS and/or Executive Director.
- ◆ Actively contribute to DV Awareness/Action Month planning and implementation of activities.
- ◆ Participate in the Lt. Governor's DVSA Council Assess and Response Working Group as requested.
- ◆ Complete forms and reports as required by the organization and funders.
- ◆ Participate in representing DOVE and its services to current and prospective donors, elected officials, funders, and other outside constituents.
- ◆ Assist Director of Community Services (DCS) with ongoing development/evaluation of program effectiveness.
- ◆ Attend and participate in regular staff meetings (monthly business meeting and monthly Justice & Equity meeting).
- ◆ Attend and participate in ongoing professional development meetings and trainings.
- ◆ Attend and work DOVE fundraising events.
- ◆ DOVE has committed 5% (2 hrs/wk) of all staff time to participate in active learning regarding justice and equity issues, including regarding race, gender identity, sexual orientation, ability, etc., to include reading, listening to podcasts, watching webinars, videos, etc. Active discussion with peers is encouraged. For BIPOC and LGBTQ/T staff, time can include commitment to self-care and resilience-building practices as needed. Active and consistent participation is supported.
- ◆ Complete other duties as assigned.

#### **Skills & Qualifications:**

- ◆ Knowledge and demonstrated ability/experience providing crisis intervention, problem-solving, and conflict resolution skills.
- ◆ Knowledge and demonstrated ability/experience working with individuals and families impacted by violence, abuse and/or trauma using a trauma-informed, empowerment-based, and survivor-centered approach.

- ◆ Knowledge and demonstrated ability/experience working with people with a range of identities and backgrounds, such as race, ethnicity, ability, gender, sexual identity, faith/religion, and lived experiences.
- ◆ Knowledge and demonstrated ability/experience working with individuals with histories of substance use/abuse, trauma, and mental health issues.
- ◆ Minimum 2 years' of related human services experience required; experience providing domestic violence services strongly preferred.
- ◆ Bilingual/bicultural preferred, as DOVE strives to expand its linguistic and cultural accessibility, particularly in languages spoken widely on the South Shore, including but not limited to Haitian Creole, Portuguese, Spanish, Vietnamese, Mandarin, Cantonese, Hindi, Urdu, Arabic and/or ASL. Additional compensation is provided for proficiency in language(s) needed in DOVE's service area.
- ◆ Knowledge of child protection services and the criminal legal system as they relate to victims/survivors of violence and their families.
- ◆ Demonstrated experience making and maintaining connections in community and professional settings; some experience in public speaking, networking, designing and conducting presentation and trainings, and group facilitation helpful.
- ◆ Be a "people person;" enjoy talking and working with others.
- ◆ Positive approach, can-do attitude, sense of humor, are flexible, and can think critically, triage and trouble-shoot, and stay poised and calm under pressure.
- ◆ Anti-oppression activist experience welcome; demonstrated experience anti-oppression dialogue and practice is preferred. Participation in this ongoing process of learning anti-oppression principles (including anti-racism) and putting into reflective practice is expected of all staff members.
- ◆ Ability to collaborate effectively, internally and externally.
- ◆ Ability to be organized and effectively multi-task.
- ◆ Flexibility and sense of humor.
- ◆ Sound computer skills.
- ◆ Bachelor's degree in Women's/Gender studies, Asian Studies, Africana Studies, Chicana Studies, Social Work, Sociology, Psychology or related field + 2 years' work experience in human services delivery preferred. Equivalent life experience considered.

*\*\* DOVE aspires to cultivate the leadership potential of promising candidates. Domestic violence survivors, members of historically oppressed communities including QTPOC, candidates with disabilities, and individuals with experience working in DOVE's catchment area are particularly encouraged to apply.*

#### **Requirements:**

- ◆ Must be committed to DOVE's mission and practice philosophies, to ending violence and oppression, to using empowerment practice, and to promoting social justice and social change.
- ◆ Experience actively engaging in anti-oppression dialogue and practice is welcome; participation in this ongoing learning and process, as a member of DOVE's staff, is required.
- ◆ Must provide documentation of 35 hours of domestic violence training upon hire, or complete DOVE's 35-hour Domestic Violence training within 1<sup>st</sup> year of hire.
- ◆ Ability to climb and descend stairs and lift/carry up to 30 pounds.
- ◆ This position is classified as an Essential Employee of DOVE and may be required to travel during State of Emergency declared by the Governor.
- ◆ A CORI background check is mandatory. CORI History will be reviewed and may not disqualify candidates.

**Work Schedule:** Full-time (40 hrs/wk), non-exempt position, generally Monday-Friday 9:00am-5:00pm, The CDVA Program Manager will be required to work at other times according to organizational needs to conduct groups, provide on-call coverage, and/or attend training/meetings/outreach events/fundraising events; this will include evening and occasional weekend hours.

**Compensation & Benefits:**

DOVE is committed to working for racial, social, and economic justice, working with engaged and dedicated colleagues, and providing and ensuring training and education in best practices as well as professional development opportunities. As an organization we hold openness to innovation, and we seek the opportunity and resources to do meaningful, impactful work.

- ◆ Position will be paid hourly in the range of \$30.77-\$32.45 (FTE annual range = \$64,000-\$67,500), depending on skills and experience.
- ◆ Additional compensation (\$2,000 gross annual per 40 hr FTE) is available for proficient language skills preferred in DOVE's catchment area, including: Spanish, Portuguese, Haitian Creole, Vietnamese, Mandarin, Cantonese, Hindi, Urdu, Arabic, and/or ASL.
- ◆ Paid time off: Vacation (3 weeks in Year 1, increases at Year 3), Personal Days (3 days/year), Sick time (12 days/year), and 13 Holidays.
- ◆ Insurance coverage (70% Health/Dental and PFML, 100% Short-Term Disability and Life).
- ◆ Option to utilize Flexible Spending Account.
- ◆ Opportunity for individual to establish and contribute to retirement account. Matching contribution up to 4% for participants.

**Application Instructions:**

*To apply, send Cover Letter specifically for this position and Resume to:*

Kathleen Lydon, LICSW, Director of Community Services, DOVE Inc. [applytodove@gmail.com](mailto:applytodove@gmail.com)

- ◆ Applications will be considered until the position is successfully filled. 1<sup>st</sup> round applicant interviews are anticipated mid-late April. Interviews will be offered to the strongest qualified candidates to date. It is DOVE's hope that the incumbent will begin work In May.
- ◆ Applications or resumes without a cover letter expressing interest in employment at DOVE will not be considered.
- ◆ DOVE will provide 3 hours of compensation at mid-point of hiring range (\$31.61) per interview to candidates provided interviews, in order to provide support for prep and interview time, childcare, transportation, etc..
- ◆ DOVE anticipates that the hiring process will consist of two to three interviews with different members of Civilian/Community Services team and full staff, including Executive Director.

For more information on DOVE, see our website: [www.dovema.org](http://www.dovema.org)

March 2023



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