



## Director of Program Management Job Description

### To Apply:

Screening of complete applications will begin immediately and continue until the position is filled. Inquiries and applications (including resumes and cover letters) should be sent via the REACH website: [jobs@reachma.org](mailto:jobs@reachma.org)

**Job Title:** Director of Program Management

**Department:** Administrative

**Reports To:** Executive Director  
Exempt

**MA Status:** Full Time,

**Compensation:** \$95,000–\$110,000 annual salary

**Benefits:** as eligible

REACH Beyond Domestic Violence is a non-profit organization providing safety and support to survivors of abuse while engaging communities to promote healthy relationships and prevent domestic violence. Our programs include 24-hour hotline services, emergency shelter, support groups, legal advocacy, specialized children's services, community-based survivor advocacy programs and community education and training.

At REACH, we believe that the way we do our work matters. The respectful, equitable relationships we work for in the world have to start with us. We do this work because we believe change is possible. We work with communities and individuals to change social norms and systems of oppression to prevent and ultimately end domestic violence.

### Programs + Services

The range of programs and services that REACH provides is both broad and deep; it is both a service provider and a movement-maker. REACH's hotline and shelter serve survivors from Massachusetts and surrounding states. REACH serves all survivors regardless of race, ethnicity, immigration status, gender identity or expression, sexual orientation, religion, or income level. All of REACH's support services are completely confidential and free of charge to individuals.

### *Emergency Shelter*

REACH's eight-room emergency shelter is a place where survivors can feel safe, join a supportive community, and begin the process of recovering from abuse and starting over. REACH does not place a time limit on how long guests may stay at the shelter, since recovering from trauma is an ongoing process and each person's emotional, familial, and financial situation is different.

REACH's services are always in demand, as there are only 200 domestic violence shelter beds in the entire state. REACH also provides a 24-hour, toll-free hotline, answered by staff and volunteers every day of the year.

### *Community-Based Advocacy*

REACH's [community-based advocacy program](#) serves more than 300 survivors each year, providing both compassion and practical help to survivors who need to stay in their communities, often continuing to live with their abuser. This includes legal consultation, logistical help with housing, job applications, safety planning, and other practical needs, as well as therapeutic support. REACH also offers ongoing support groups in English and Spanish.

### *Children's Program*

REACH supports the healing process of children in the shelter and in the community through discussion, play, and art therapy with its child/youth program. Individual counseling, advocacy, and group sessions help children process what has occurred in their lives and understand that the violence is not their fault. REACH works with each child to explore and voice their fears, concerns, and feelings of guilt, shame, and anger.

### *Education + Prevention*

REACH believes strongly that the best way to eliminate domestic abuse is to prevent it from happening in the first place. Its [education and prevention programs](#) are at the forefront of this critical effort and work to change cultural norms and increase understanding of healthy relationships. REACH trains first responders, medical professionals, social service agencies, faith organizations, and middle, high school, and college students and their teachers. REACH was among the first domestic violence organizations in Massachusetts to have youth-focused prevention programming, and it is often enlisted by schools and other organizations to lead trainings for students, teachers, and school staff. REACH helps convene community groups that want to bring prevention messages to their towns, including innovative and empowering initiatives such as its Survivor Speakers Bureau, which trains survivors that have utilized REACH's services to engage community members in discussions about domestic violence. Its prevention work, as well as its inclusive approach to services, is part of what distinguishes REACH.

### **Position Summary**

The Director of Program Management provides overall management and direction to programs and program staff, as well as ensures grant compliance and service excellence.

This position oversees REACH's direct service emergency shelter, community advocacy, and children's programs as well as our prevention and education programs. REACH has an annual operating budget of \$3.3 million and the programs are \$2.5 million of this budget. REACH's programs are staffed by approximately 18 full-time employees and 6 part-time employees.

This is a leadership position with a focus on ensuring all program work is delivered from REACH's philosophical approach and includes fiscal and procedural oversight for all programs. The Director of Program Management will be part of the senior leadership team and constantly work in collaboration with all staff members, volunteers, and donors to advance REACH's strategic priorities and maintain compliance with funding sources. Some communities that REACH serves are predominantly Spanish-speaking; as such, we highly encourage bilingual and bicultural candidates to apply for this key leadership position.

A primary component of this role is supervision of the individual program directors including staff development, creating and actualizing programmatic policies, and financial management and reporting for each program component. The Director of Program Management will support the Development team in fundraising, including public speaking on behalf of the organization.

This leadership person requires a proven ability to manage multiple tasks under time restraints, with a high degree of accuracy. This champion requires the ability to exercise high ethical standards, express a respectful attitude towards all, and practice an inclusive and considerate attitude at all times.

## **POSITION RESPONSIBILITIES**

### **Personnel Oversight**

- Supervise program directors.
- Assist with job descriptions, recruitment, interviewing, and training of staff.
- Conduct Program Supervisory Meetings
- Work with Program leadership to ensure fidelity regarding all financial disbursement

### **Oversight**

- Monitor & Evaluate program quality and outcomes
- Ensure compliance with all grants & contracts
- Support & supervise day to day operations
- Manage changes and developments within programs
- Review, complete, and submit all required program reports
- Train staff regarding grant deliverables and on-going staff education
- Make immediate decisions to support clients and staff

### **Agency Development**

- Work effectively with leadership and partner agencies
- Attend weekly Director's meetings and submit Program reports
- Attend and assign community/collaborative meetings
- Create preliminary agency budget & cost allocations that support programs
- Support Director of Finance & Operations with program budgets

- Support the Director of Development with fiscal goals
- Support HR Manager with personnel and policy issues

## **POSITION REQUIREMENTS**

### **Core Skills**

- Prioritize with a strong team approach and a commitment to create equity and inclusion
- Have the ability to lead with the values of the organization at the forefront
- Ability to make clear decisions in a fast paced, multifaceted and intense environment
- Ability to recognize and support staff who may experience vicarious trauma
- Exceptional listening and communication skills with the ability to educate and empower staff
- Ability to strategize solutions to issues that arise in program staffing, scheduling and overall program management
- Must keep the organization's mission, vision, and values at the forefront of decision making

### **Education / Experience**

At least five years of experience supervising employees with diverse cultural backgrounds. At least 10 years' experience in crisis work, health/mental health-related fields, or victim advocacy agencies.

A licensed clinician with experience successfully managing direct reports is preferred.

- A balance of organization and interpersonal skills, with positivity, a growth mindset, and the ability to patiently teach and train
- Empathy and communication skills; the ability to bring different stakeholders together
- Development/fundraising experience
- Program management and evaluation experience paired with financial management skills
- Time management and delegation skills
- Strong public speaking skills
- Experience with recruiting a plus

### **Language Skills**

Excellent written and oral communication skills; candidates who communicate at a professional level in English and Spanish are highly encouraged to apply. Ability to read, analyze, and interpret program grants & data reports. Ability to effectively present information and respond to questions from supervisors, peers, the general public, etc. Excellent public speaking skills required.

### **Computer Skills, Certificates, Licenses, & Registrations**

Proven ability to work with a variety of programs including Word, Excel, Client Databases, etc. Domestic Violence Counselor Certificate (or REACH will train to attainment after hire). Valid

Driver's License required and current vehicle registration. Other mandatory certifications as needed.

### **Physical Demands & Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions. Employee is required to operate a computer and telephone. Employee may be required to help move small items less than 20 lbs. REACH is dedicated to providing safety, hope, healing, and empowerment for survivors of domestic abuse.

### **Benefits**

Comprehensive benefits package options including:

- Generous PTO, health, dental, vision, Flexible Spending Account (FSA), Health Reimbursement Account (HRA), Dependent Care Account (DCA), retirement plan with employer matching up to 3% of salary contributed, and life insurance.
- 20 Days (4 weeks) of Paid Vacation Time, 25 Days (5 weeks) after 3 years of employment.
- A 4-week paid sabbatical, in addition to vacation time, is available to full-time employees after 7 years of employment.
- 12 Days Paid Sick Time and 11 Paid Federal Holidays.

### **Equal Employment Opportunity**

REACH is an equal opportunity employer. Federal and State laws and the Agency's policy prohibit employment discrimination against applicants for employment and employees on the basis of age, ancestry, sex/gender (including gender identity,) pregnancy, childbirth and related medical conditions, marital status, registered domestic partner status, medical condition related to cancer or genetic characteristic, national origin, physical or mental disability, race, religion, sexual orientation, or veterans' status. Discrimination is also prohibited on the basis of a perception that a person has any of the above characteristics.

### **Intent of Job Description**

This description is intended to indicate the kinds of work duties that will be required in this position. It is not intended to limit, or in any way modify, the rights of any supervisor to assign, direct, and contract work of staff under his/her supervision. The use of a particular illustration describing duties shall not be held to exclude other duties, not mentioned, that are of a familiar level or difficulty.