

Sexual Assault Center of Northwest Georgia

Job Title: Program Director

Location: Serving Floyd, Bartow, Chattooga, and Polk Counties in Northwest Georgia

Job Classification: Full-time

Reports To: Executive Director

The **Program Director** (PD) leads the implementation, management, and tracking of the victim services program of the Sexual Assault Center of Northwest Georgia, Inc., a nonprofit dedicated to supporting survivors of sexual assault. The PD role requires experience in client service delivery, program management, team supervision, quality assurance and improvement, grants management, and handling of sensitive data. The PD will work closely with the ED to ensure all areas of the multifaceted victim services program including crisis intervention, forensic medical examinations, victim advocacy, legal advocacy, agency collaboration, and follow-up support are delivered effectively and efficiently while maintaining a focus on the mission to support and advocate for survivors of sexual assault.

Position Responsibilities:

Victim Services Program Management

- Coordinate to ensure 24/7 coverage of the on-call schedule related to immediate/acute services
- Ensures high-quality service delivery from all team members
- Leads coordinating team of SANE Coordinator, Victim Advocacy Coordinator, and Lead Therapist in collaborative management of client services
- Embody a model of dignity, respect, confidentiality, and professionalism with all victim, client, and partner interactions
- Maintain relationships with coordinating and partner agencies for streamlined service delivery and collaboration
- Serve as primary SAC contact for SART and MDT meetings
- Apply quality assurance process for case management oversight
- Manage service delivery at all SAC locations
- Work with ED to identify areas for improvement and develop plans to address

Team Supervision

- Supervise victim services team
- Works with ED to complete annual performance assessments for team members
- Manage victim advocacy contractor schedules, payments, onboarding, and on-going training
- Work directly with Lead Therapist and SANE Coordinator to manage schedules, payments, onboarding, and on-going training for therapy and SANE contractors
- Lead and facilitates training for direct service providers
- Manage the internship program including recruitment, onboarding, and evaluation
- Ensure team compliance in annual training requirements set by the organization and funding agencies
- Encourage ongoing professional development for team members
- Participate in staff meetings, volunteer meetings, and other organizational events/meetings

Reporting and Documentation

- Responsible for maintaining and ensuring accuracy, integrity, and expediency of data and documentation for victim services-related statistics
- Coordinate collection of auditing data and documentation
- Oversee and ensure proper filing of Crime Victim's Compensation claims for FME's and other benefits
- Complete quarterly victim services statistical reports (VSSR)
- Provide necessary documentation and reporting for programmatic-related grants

Direct Victim Services

- Provide direct victim services, including crisis line coverage and on-call duties
- Advocate for victims, providing support to the survivor and their support people

Protocol Involvement

- Leads quarterly SART meetings to review open cases with investigative agencies
- Facilitates trainings for community partners and stakeholders
- Coordinates internal process for updating g annual protocols including child abuse protocol (CAP) and sexual assault response team (SART)

System Creation and Maintenance

- Develops and oversees the system for evidence collection monitoring and supervision
- Implements processes for evaluation of efficacy and success of programs
- Develops and manages programs and systems, creating efficient process flows, and measurements of accountability

Additional Responsibilities

- Respond to requests and additional programmatic needs from ED
- Participate in Board of Directors meetings, as needed
- Participate in and support SAC fundraisers and community events, as appropriate

Qualifications:

- Bachelor's degree in social work, counseling, psychology, or a related field (Master's degree preferred).
- Minimum of 5 years of experience in providing direct services to victims or survivors, with a strong emphasis on trauma-informed care.
- Minimum of 3 years of management experience in a direct services environment.
- Proven ability to lead and supervise a team effectively.
- Strong understanding of crisis intervention, legal advocacy, and forensic medical procedures.
- Commitment to achieving programmatic goals set by the Executive Director (ED).
- Demonstrated ability to adhere to compliance standards and policies.
- A collaborative and adaptable approach, with a focus on professionalism and confidentiality.

Benefits:

- Paid time-off, paid sick leave, paid holidays
- Collaborative, compassionate team environment