



Job Description

Title: Manager of Children's Programming

Hours: 40 hours/week

Supervision received: Manager of Direct Services and Director of Residential Services

The Manager of Children's Programming is a member of Alianza's direct service team.

Essential Duties and Responsibilities Include:

- Supervise and support the work of Alianza's shelter-based Child Advocate; assist Child Advocate with shelter participants and their children
- Conduct intake on each participant and their children
- Assume primary responsibility for children served by community-based programs; provide safety planning, individual counseling, referrals, advocacy with housing, medical, economic, court, and other participant/children needs issues
- Work with other service providers involved with families being served by Alianza, including DTA, DCF, River Valley Counseling, Providence Behavioral Health, Mt. Tom Crisis Center, Western Mass Legal Service, Baystate Family Advocacy Center, area school department, Holyoke Health Center, Gandara, MSPCC
- In consultation with mothers and other Advocates, assist in developing, implementing, and updating children/youth assessments
- Make referrals to appropriate community-based resources. Serve as organization's liaison with child-related agencies
- Advocate for individual children with community providers including schools, health providers, visitation centers, and government agencies
- Serve as a direct liaison between Alianza and local agencies that serve children to ensure that children's medical, mental health, and safety needs are met
- Regularly communicate with mothers about children's perceived needs and recommended service plan
- Facilitate Alianza's community-based mom's empowerment support groups in English at designated sites throughout the community
- Assist with answering the hotline/chat, providing information, screening, and referrals
- Complete necessary hotline and service-related forms. Ensure that all participants and hotline forms are provided to the manager of direct services/business manager as required. Maintain participants data in accordance with organizational, state, and federal regulations
- Maintain files for individual children that include intake, assessment, referrals made, and advocacy provided

- Communicate regularly with other Advocates and monitor progress on coordinated strategies to meet children's needs
- Conduct exit interviews with participants who will no longer be receiving services
- Carry back-up cell phone at least 5 weeks per year
- Assist in the supervision of volunteers and interns as appropriate
- Attend in-service training community and volunteer presentation, coalition, caucus and workshops, staff meeting as requested by Executive Director
- Maintain necessary confidentiality of volunteers, staff, and individuals served by the organization at all times
- Represent Alianza in a professional manner
- Abide by bylaws, personnel policies, and job contract
- Perform other job-related activities as requested by the Executive Director

Desired Skills and Qualifications:

- Experience in social service or human service setting and/or case management or related work experience
- Demonstrated ability to work independently and as part of a team
- Strong written and verbal communication skills and problem-solving and conflict resolution skills
- Computer skills including working with Google documents, Microsoft Office Suite, and participant record and databases
- Ability to work with diverse populations and exercise good judgment and discretion in handling participants confidentiality and other confidential matters
- License and/or Registrations: Must have reliable personal transportation, a valid driver's license, auto insurance, and an acceptable driving record
- Must pass a CORI background check.
- Bilingual English-Spanish skills are a plus.

Alianza DV Services aids and supports domestic and intimate violence survivors, and works to educate and engage stakeholders and supporters in addressing violence in our communities. Alianza is an equal opportunity/affirmative action employer, committed to values of inclusion, empowerment, and social justice. Alianza does not discriminate on the basis of race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status, or genetic information. Candidates with experience in domestic violence are encouraged to apply.

AA/EOE/ADA

Please send resume and letter of interest to jobs@alianzadv.org. Resumes will be accepted until the positions is filled.