

Programs and Operations Manager

The Programs and Operations Manager will help ACCESS meet the needs of survivors of domestic abuse, sexual abuse, and violent crime by investing in and supporting our staff. This position provides leadership, management and support to all aspects of ACCESS services and operations, which served more than 1,400 survivors in FY 2019 and 2020. The Programs and Operations Manager reports to the Executive Director and will help lead the organization's efforts to enhance safety, empower survivors, and promote understanding and social justice within our community. This full-time, salaried role is an administrative position that entails supervision of staff with direct service responsibilities and working with relevant community stakeholders.

Position Responsibilities:

- **Program Management**
 - Supervise, mentor, train, and coach team supervisory staff to meet the needs of survivors, grantors, and the community. This requires troubleshooting advocate and program work with survivors.
 - Champion diversity, equity and inclusion within our agency operations from human resources to direct client service.
 - Lead agency strategy around hiring, onboarding, and employee retention. This includes hiring administrative staff and team supervisors.
 - Maintain permanent human resource records for all staff. Process HR files as mandated by employment law and certifying agencies.
 - Implement and monitor employee professional development/training plans in conjunction with team supervisors—including tracking staff certification to align with Coalition requirements.
 - Provide coaching to managers, leaders, and employees as it relates to workforce planning, recruitment, talent management, compensation, position classification, performance management, employee relations, employee engagement, victim services, employee rewards and recognition.
 - Coordinate monthly leadership, staff, and committee meetings as assigned.
 - Maintain and foster relationships within, across, and external to organizational boundaries.
 - Work with the ACCESS Board Personnel Committee on projects and initiatives relevant to the board and human resources.
 - Assist in administrative support to on call teams and serve as acting director as assigned in absence of Executive Director. Conduct/attend meetings in absence of Executive Director.
- **Operations Management**
 - Oversee general office operation.
 - Ensure that technology resources, including internet, phone, vehicles, and related equipment are maintained and available for agency use.
 - Monitor the availability of office supplies, mail, and agency vehicles.

- Review expenditure requests and provide training to staff on documentation requirements.
- Compile documentation of financial expenses to assist financial manager in the monthly reconcile and claims processes.
- Review and monitor employee timesheet submissions and build annual timesheets.
- At times, prepare materials and represent the agency on behalf of the executive director and administrative team.
- Assist in administrative team projects as assigned.

Qualifications:

The ideal candidate will have a bachelor’s degree in a related field and multiple years of work experience in human resources and office management. In some situations, significant work experience can replace the education requirement. Essential skills include:

- Fast Paced, Multi-tasking and Problem Solving – have a strong ability to work under pressure and to prioritize work, meet deadlines and produce quality results on time with attention to detail. Apply critical-thinking skills to solve problems by generating, evaluating, and implementing positive solutions.
- Attention to Detail—have ability to complete tasks that require focus and attention to detail independently and with high accuracy.
- HR Acumen – demonstrate skill and knowledge relevant to the HR function, applying best practices in the discipline to accomplish your work.
- Coaching/Developing Mindset – share knowledge, skills and expertise in order to encourage and reinforce individual and professional development. Demonstrated ability to have hard conversations and remain a neutral party.
- Collaboration – work effectively and constructively with others. Share time, energy and knowledge with others to ensure they can succeed. Ability to work within a team and provide staff support.
- Effective Communicator – provide regular, consistent, and meaningful information; listening carefully to others and ensure messages are understood.
- Lead with Integrity – instill mutual trust and confidence, create a culture that fosters high standards of ethics, and behave in a fair and ethical manner towards others.
- Strategic Thinker – have the ability to develop a broad, big-picture view of the organization and its mission.

Additional Requirements:

Candidate must be committed to completing tasks in a fast-paced environment. All ACCESS staff should be empathetic, inclusive and non-judgmental. This position provides leadership and oversight within the agency and communication, flexibility and decision-making skills are crucial.

Providing services across multiple counties requires that this position have a valid driver's license, a good driving record and ongoing access to a reliable and insured personal vehicle. As

part of the hiring process we complete a background check. Not all results are disqualifying and we encourage candidates to discuss potential findings with hiring personnel.

Upon hire, all staff must successfully complete the 32-hour ACCESS victim advocacy training and continued training as needed/requested to maintain IowaCASA, ICADV and ICCV requirements and to meet the requirements of Chapter 915.20 of the Iowa Code and membership standards of these three agencies.

All ACCESS employees have a six month probationary period where performance is reviewed.

What is ACCESS?

Assault Care Center Extending Shelter and Support (ACCESS) is a victim service agency providing assistance to survivors of domestic abuse, sexual abuse, and violent crime throughout Boone, Greene, Story, Marshall, and Tama Counties. In FY 19 ACCESS served over 1,400 survivors. Our mission is to address the roots and impact of domestic and sexual violence through services that enhance safety, empower survivors, and promote understanding and social justice within our community. We work closely with law enforcement, advocates, community agencies, homeless prevention agencies, and court systems.