



**JEANNE GEIGER**  
CRISIS CENTER

**Mission:** Empower individuals and engage communities to end domestic violence

Job Title: Director of Programs	Salary Classification: Exempt \$80K - \$95K
Reports To: Chief Operating Officer	FLSA: Full-time
Supervises: Program Coordinator Children’s Safety Project; Survivor Services Coordinator, Office Manager/Program Assistant; IPAEP Program Coordinator, Youth Empowerment Services Coordinator	
Location: Amesbury Office with frequent travel to Lawrence offices	Date: January 2025

**Who We Are:**

The Jeanne Geiger Crisis Center is a nonprofit organization that provides comprehensive services to meet the complex needs of adult and child survivors of domestic violence. We have offices in Newburyport, Amesbury, and Lawrence, Massachusetts.

The Center is committed to social and racial justice and to creating a diverse, inclusive, and equitable society. We are an equal opportunity employer and are dedicated to fostering an environment where people from all backgrounds and lived experiences thrive and feel they belong.

Through our organization values, we commit to:

- Provide empathetic and trauma-informed services.
- Center social justice and equity.
- Use a strengths-based, survivor-led approach.
- Work collaboratively within our communities.
- Practice with heart and a holistic mindset.

We invite you to join us in our mission to empower individuals and engage communities to end domestic violence, and to elevate voices and learn from those most impacted by gender inequity, racism, oppression and ongoing marginalization.

As an equal opportunity employer, we are committed to workforce diversity and hiring people with diverse backgrounds and life experiences. Survivors, people who are bilingual/bicultural, people of color, people with disabilities, and members of the LGBTQ+ community are strongly encouraged to apply.

**Primary Responsibilities:**

The Director of Programs leads a team of dedicated staff, ensuring effective program delivery and the use of best practices and standards in the Center’s Youth Empowerment (YES), Intimate Partner Abuse Education (IPAEP), and Survivor Services programs. This position is a member of the management team and is responsible for carrying out JGCC’s organizational values and strategic plan through its programs and through collaboration with community partners.

## **Major Duties:**

### **Program Leadership:**

- Develop, implement, supervise, and evaluate community-based programs to ensure that services are high-quality, coordinated, inclusive, equitable, trauma-informed, and meet the needs of the clients and program participants.
- Provide skilled leadership, supervision, and ongoing professional development to supervisees.
- Ensure that staff are prepared to respond to survivors/program participants through ongoing training, education and skill development that reflect the evolving needs of the community.
- Oversee the collection, management, and analysis of program data to ensure reporting accuracy, inform program improvements, and demonstrate impact.
- Assess through data, staff feedback, and community input how well the programs are reaching and meeting the needs of those at the margins of the margins.
- Collaborate with staff and community to develop strategies to effectively reach those at the margins of the margins.
- Develop, implement, and oversee client policies, procedures, and protocols.
- Foster and champion, a culture of diversity, equity, and inclusion, ensuring a welcoming and inclusive environment for both staff and clients.
- Contribute to organization's DEI initiatives and engage in open dialogue to promote understanding and collaboration.
- Play an active role in creating a workplace culture that celebrates and supports diversity.
- Work with Program Coordinators to ensure collaboration and coordination throughout the Center's programs and services.

### **Program Oversight:**

- Ensure the utilization of best practices, survivor-led, trauma-informed practices to all survivors/program participants.
- Manage the resources to meet the needs of community members.
- Manage and respond to client-related emergencies.
- Ensure implementation of all grant-related activities.
- Prepare grant applications and reports to ensure ongoing compliance with funders including data and reporting requirements.
- Assess programs and practices to ensure that JGCC's organizational values and community needs are reflected in people's experience.
- Assist in recruiting for open positions and conduct interviews to ensure alignment between candidate qualifications and organizational needs.
- Oversee the department budget creation and management of budget throughout the year.

**General:**

- Stay abreast of local and national issues in the domestic violence field.
- Develop networks of community stakeholders and key relationships
- Engage with the community through regular participation in community events and partnerships.
- Participate and represent JGCC at local, regional, and state meetings.
- Complete other duties as assigned.

**Knowledge/Skills/Experience Required:**

- 3-5 years of demonstrated leadership in the domestic violence field or similar experience including experience supervising staff and teams.
- Grant writing and reporting including narrative writing, data collection and management of funder relationships.
- Awareness of dynamics of privilege and oppression (such as white supremacy and heterosexism), how they affect the child welfare, immigration, and criminal justice systems, and their influence on one's lived experience and professional use of self.
- Cultural humility and comfort delivering services with care and sensitivity across all identities including race, gender identity/expression, sexual identity, and disability status.
- An understanding of and commitment to gender diversity and gender/racial/Queer justice.
- A commitment to ending violence and promoting social change.
- A demonstrated willingness to positively contribute to the growth and development of our mission and values.
- Excellent communication skills, with the ability to convey complex issues to diverse audiences including comfort with public speaking.
- Ability to manage multiple priorities and projects with attention to detail and accountability.
- Familiarity with grant writing and reporting requirements is an asset.
- Experience with training design and delivery
- Proficient in Microsoft Outlook, PowerPoint, Excel and Word.

**Education Required:**

Bachelor's degree in social work, public health, nonprofit management, related field or proven track record in domestic violence (or related) field with program manager experience.

**Mental Demands:**

Reading	Verbal Communication
Detailed Work	Written Communication
Confidentiality	Multiple Concurrent Tasks
Problem Solving	

**Physical Demands:**

Sitting	Speaking
Listening	Heavy computer use

**Special Work Conditions:**

Occasional evening/weekend hours are required

Occasional attendance at early morning/evening meetings and local travel are required