

PROGRAM ADMINISTRATOR (DOMESTIC VIOLENCE SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Director of the Office for Women, an incumbent of this position is responsible for providing direct services and contract monitoring under the Non-Residential Domestic Violence Program. Responsibilities include the development and implementation of projects and public education; review of contracts to ensure contract agencies are in compliance with agreements; overseeing, monitoring, analyzing and evaluating programs, issues, trends and county initiatives to facilitate the delivery of more effective services to victims of domestic violence and sexual assault; directing services for victims including helpline services, individual and group counseling, advocacy, and public education and outreach; and supervising administrative support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Under the direction of the Director, manages and offers back-up to boards and special programs such as the Domestic Violence Council, Women's Advisory Board, etc.;

Develops and implements training programs for staff, volunteers and the community on domestic violence and other related subjects. Implements and attends conferences, workshops, and seminars addressing the concerns, issues and problems of women and their families, as relates to domestic violence and sexual assault;

Provides program and service assistance to community agencies in an effort to coordinate domestic violence activities in meeting common goals and objectives;

Provides direct services, including information and referral, advocacy, counseling, community education and outreach activities, as well as contract monitoring under the Non-Residential Domestic Violence Program;

Evaluates and reviews, on an ongoing basis, the performance of agencies offering domestic violence services to determine compliance with County contracts;

Represents the County as a liaison between the County Executive's Office and the public as well as other county agencies, both public and private, as assigned;

Conducts studies and research on the needs, concerns and status of women and families who are victims of domestic violence for the purpose of recommending policy, objectives and practices for County operations;

Prepares and distributes reports and informational materials, based on research, to maintain communication and adequate flow of information as part of ongoing public education and information about domestic violence;

Responds to requests for information from individuals and agencies, under the direction of the Director;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles and practices of programs dealing with domestic violence and sexual assault; thorough knowledge of issues and problems faced by victims and their families and available resources to meet their needs; good knowledge of the practices and techniques used in community education and public relations; good knowledge of community agencies, facilities, and services available to victims and families; knowledge of current and potential public policy issues affecting women; ability to conduct outreach by gathering, organizing, analyzing and compiling pertinent data into reports; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with managers, community agencies and advocacy groups; ability to relate well to women, particularly special needs populations and those in need of support services; ability to research and mobilize support services; ability to supervise and coordinate the work of others; ability to use automated applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; initiative, creativity; resourcefulness; sound judgment; integrity; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) a Bachelor's Degree* and five years of experience in human services or community relations, three of which must have been at an administrative level in a domestic violence program and involved the planning or implementation of programs for victims of domestic violence and/or sexual assault; or (b) a Bachelor's Degree* in a social, behavioral or related science, public health, public administration, business, education, labor studies or public relations and four years of experience in human services or community relations, including the three years of specific experience stated in (a).

SUBSTITUTION: Satisfactory completion of 30 credits* towards a Master's or Law degree may be substituted for one year of the above stated experience.

SPECIAL REQUIREMENT: Possession of a license to operate a motor vehicle in the State of New York.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

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Job Class Code: C2979
Job Group: XII