



Crisis Intervention Services Program Manager - Job Description

Updated: February 10, 2023

Job Title: Crisis Intervention Services Program Manager

Department: Crisis Intervention Services

Reports To: Program Director, Executive Director

FLSA Status: Non-Exempt

Compensation: \$54,395-\$72,527

Benefits: Medical, Dental, Vision, 401K, Life Insurance

Send resumes to: anas@napanews.org

Agency Description

NEWS is honored to provide domestic violence and sexual abuse advocacy services throughout Napa County. Recognized as a distinguished and well respected nonprofit organization, NEWS believes that the pathways out of violence can be as individual as the people we serve. Our innovative programs and services reflect that belief. The agency was formed in 1981 to provide immediate safety assistance to people escaping violence. For 40+ years, NEWS has grown and expanded its services to include programs to address the whole person, including the needs of children who have been exposed to violence and abuse. Our team is grounded in the values of dignity and respect, both for those we serve and for ourselves. We are committed to continually working toward reducing domestic violence and sexual abuse, promoting healthy relationships and to building a violence free community for all.

Position Summary

The NEWS Crisis Intervention Services Manager oversees crisis services and Crisis Department staff at NEWS. This position also serves as a liaison to other partner agencies in the community to which NEWS clients may be referred, and from which we receive referrals. In addition, this position will involve management of a variety of activities around crisis intervention, social services advocacy and accompaniment, short-term case management and wellness services to victims of domestic violence and their children.

Primary Duties

- Support the day-to-day access to crisis, safety and emergency client services at NEWS.
- Supervise Crisis Department staff by providing training, orientation, definition of workload, and follow-up to client needs
- Provide initial assessment of NEWS families and out of agency referrals around safety and immediate needs.
- Uphold NEWS confidentiality standards
- Authorizes and manages emergency funding.
- Ensures that appropriate in-house and outside referrals are made after initial intake.
- Work closely with community programs and resources
- Facilitates department and other agency meetings
- Monitors, evaluates, and implements services that promote the total wellbeing of NEWS clients and department staff.
- Provide direct services to clients, as necessary



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- Maintain and collect program data for reports as requested
- Attend all necessary agency meetings.
- Attend NEWS events as an agency representative.
- Assist with additional duties, as assigned by supervisor(s)

Education, Experience & Language Skills

A BA/BS in psychology, social work, family studies, or related field preferred. Experience working with vulnerable and/ or traumatized populations. Nonprofit and/or supervising experience a plus. Strong knowledge in local community resources. Ability to supervise staff with multiple unique roles. Experience with case management. Ability to communicate clearly in writing and orally. Bilingual, English and Spanish preferred. Strong organizational skills, ability to write reports, business correspondence, and procedures. Ability to effectively present information and respond to questions from supervisors, peers, donors, board, general public, etc.

Computer Skills, Certificates, Licenses, & Registrations

Proven ability to work with a variety of programs including Word, Excel, Client Database, etc. Domestic Violence and Sexual Assault Counselor Certificate (or attain after hire). Valid California Driver's License required and current vehicle registration. Other mandatory certifications as needed.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions. Employee is required to talk and hear, and use hands and fingers to operate a computer and telephone keyboard. Employee may be required to help move small items less than 45 lbs.

Work Environment

NEWS is dedicated to providing safety, hope, healing and empowerment for survivors of domestic and sexual abuse. Equally, NEWS is committed to promoting safe communities and social change through prevention, intervention, education, and advocacy throughout Napa County. It is our belief that in order to promote respect within the lives of those we serve, we must first start by respecting and honoring those we work with here at NEWS.

Equal Employment Opportunity

NEWS is an equal opportunity employer. Federal and State laws and the Agency's policy prohibit employment discrimination against applicants for employment and employees on the basis of age, ancestry, sex/gender (including gender identity,) pregnancy, childbirth and related medical conditions, marital status, registered domestic partner status, medical condition related to cancer or genetic characteristic, national origin, physical or mental disability, race, religion, sexual orientation or veterans' status. Discrimination is also prohibited on the basis of a perception that a person has any of the above characteristics.

Intent of Job Description

This description is intended to indicate the kinds of work duties that will be required in this position. It is not intended to limit, or in any way modify, the rights of any supervisor to assign, direct, and



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contract work of staff under his/her supervision. The use of a particular illustration describing duties shall not be held to exclude other duties, not mentioned, that are of a familiar level or difficulty.