



Emergency Program Manager

Full Time Exempt (40 Hrs.)

Center for the Pacific Asian Family (CPAF) is a non-profit organization recognized nationally for its pioneering work in domestic violence and sexual assault. CPAF's multi-lingual and multi-cultural services include a 24-hour hotline, short term and long term shelters, counseling, case management, and supportive services. CPAF also provides violence prevention programs, outreach, education and advocacy on the issues of family violence and violence against women, focusing on the Asian and Pacific Islander community.

CPAF is a community based organization that draws from multiple disciplines to holistically serve individuals and families of many different sizes and cultural backgrounds. Staff work in environments where children are present and may be called upon to provide support as needed.

Summary Statement:

The Emergency Program Manager (EPM) provides overall management & supervision of the emergency shelter (ES) program & services including supervision of staff, interns and budget. The EPM also contributes to the development and implementation of shelter policies and procedures, participating in obtaining funds/grants, ensuring grants/contract compliance, coordinating with other programs within the organization to ensure seamless and comprehensive services.

Duties and Responsibilities:

- **Program Management and Supervision:** Responsible for supervision of ES staff and interns, implements program policies and procedures, ensures that ES programs and activities reflect the needs of clients. Manages shelter operations, supports team in providing crisis intervention for clients, and ensure complying with contractual obligations.
- **Leadership:** Coordinates with other program managers to provide seamless, comprehensive client services, assists in developing and implementing program policies and procedures, participates in agency strategic planning process. Works with Consultants to provide consultation to direct service staff and interns.
- **Program Planning and Development:** Responsible for the development, implementation and maintenance of emergency shelter programs and activities consistent with CPAF's mission and goals. Provides for periodic review, evaluation and modification of programs in accordance with agency mission and contractual obligations. Plans with ES team to help meet the basic needs of clients and ensures a healthy and safe shelter environment.
- **Community Representation:** Represents CPAF to the community, develops collaborations according to mission and values. Assures CPAF representation at relevant community, regional and statewide councils, networks, and events consistent with mission and vision.
- **Travel requirements:** Driving is an essential job function for this position. Therefore the employee must have valid driver's license and use own vehicle or agency vehicle to perform duties.
- **Teamwork:** Provide general support asked of all staff which will include: responding to emergencies from staff on-site or from the on-call cell phone, providing hotline or site coverage, providing translation, maintaining a functioning office. Participate in program and organizational development and fundraising, and attend staff and team meetings.
- **Outreach:** Identify/create opportunities to be an ambassador for CPAF's mission.

Qualifications: The qualified candidate must possess demonstrated knowledge, skill, abilities and experience in the following areas:

General

- Committed to eliminating intimate partner violence, sexual abuse, and family violence; practices non-violence including non-corporal child discipline.
- Understands and is aligned with CPAF's organizational values.
- Understands and appreciates Asian/Pacific Islander cultures; is able to work with diverse communities (race, ethnicity, sexual orientation, disability, age, gender identity, class, etc.). Bilingual in an Asian or Pacific Islander language preferred.
- Must submit to DOJ level Live Scan and subsequent arrest notification, annual TB test and annual driving record search.
- Must have access to reliable transportation to and from work.

Job Execution

- Management/supervisory experience required.
- MSW or equivalent degree or experience required.
- Experience in social service program development, implementation and evaluation preferred.
- Committed to eliminating family violence, including spousal and child abuse; practices non-violence including non-corporal child discipline.
- Strong work ethic, self-directed and able to coordinate multiple tasks, and highly motivated.
- Able to work well independently and as a member of a team; able to work collaboratively and thrive in a flexible, evolving environment, adapt to situations and manage change effectively.
- Able to effectively and efficiently address crises and problem-solve with open communication
- Able to plan work schedule respective to program needs, including working evenings or weekends if needed.
- Demonstrate excellent communication skills, both written and oral.
- Must complete 65-hour domestic violence/sexual assault certification training within six months of employment.

Interested parties please submit cover letter and resume to hr@cpaf.info and state where you saw our posting. Please include your name and the position you are applying for in the subject line. No phone calls please.

Center for the Pacific Asian Family (CPAF) is an Equal Opportunity and Affirmative Action Employer and does not discriminate against any employee or applicant on the basis of race, age, sex, color, religion, national origin or ancestry, sexual orientation, gender identity, citizenship, marital status, disability, political affiliation or belief, veteran's status, or any other characteristic protected by applicable federal, state or local law. CPAF is committed to fostering a diverse and safe work environment where employees respect one another and share a commitment to our organization's mission, values, and strategies.