

## **Emergency Program Manager**

Center for the Pacific Asian Family (CPAF) was founded in 1978 to proactively address the issues of domestic violence, sexual assault and child abuse against Asian and Pacific Islander (API) women and children. The mission of CPAF is to build healthy and safe communities by addressing the root causes and consequences of family violence and violence against women. CPAF is committed to meeting the specific cultural and language needs of Asian-Pacific women and their families.

**Job Summary:** 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 the development of grants, ensuring contract compliance and coordinating with other programs within the organization to ensure seamless and comprehensive services.

### **Duties and Responsibilities:**

- **Program Management and Supervision:** Responsible for ensuring that ES programs and activities reflect the needs of clients. Supports a diverse team of staff and volunteers who together provide 24/7 crisis intervention. Manages shelter operations, remains on-call for ES staff and client related emergencies. Ensures compliance 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.
- **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 periodic reviews, 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 Engagement:** 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.
- **Teamwork:** Provides general support asked of all staff, including answering crisis calls, responding to emergencies, covering the shelter, providing transportation and maintaining a functioning office and shelter. Participates in agency wide fund and resource development.

### **Qualifications:**

- Minimum of 2 years of management/supervisory experience
- Minimum of 2 years of experience in social service program development, implementation and evaluation
- Committed to eliminating violence against women, family violence and other forms of oppression
- Understands and appreciates Asian/Pacific Islander cultures; able to work with diverse communities (race, ethnicity, sexual orientation, disability, age, transgender, class, etc.); bilingual/bicultural in API language preferred
- Enjoys and has experience working with women and children of different backgrounds
- Excellent communication skills, both written and oral, especially under pressure
- Able to effectively and efficiently address crises and problem-solve with open communication
- Able to work collaboratively with CPAF teams and community based organizations
- Adapts to and manages change effectively; works well in a flexible, evolving environment
- Willing and able to work evenings and weekends
- Well-organized, self-directed, keen attention to detail, able to coordinate multiple tasks and highly motivated.
- Plans ahead and manages multiple timelines and job requirements to achieve and deliver results in a timely manner
- Must submit to DOJ level Live Scan, TB test and driving record search
- Must have driver's license

### **Salary range: DOE**

Interested parties, please submit resume and cover letters to [hr@cpaf.info](mailto:hr@cpaf.info). Please state which position you are applying for and where you saw our posting. Thank you.

*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, 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.*