



**DOMESTIC ABUSE PROJECT OF DELAWARE COUNTY, INC.**  
14 West Second Street  
Media, PA 19063

## **POSITION DESCRIPTION**

**Mission:** The Domestic Abuse Project of Delaware County (DAP) works to prevent domestic violence and empower victims to move towards self-sufficiency.

**Title:** Director of Programs  
**Classification:** Full-time, Salaried, Exempt  
**Location:** Media Office  
**Supervisor:** Executive Director

### **Purpose:**

The Director of Programs reports directly to the Executive Director and is a full time, exempt, senior staff member. This position is responsible for oversight of the direct services, including counseling and advocacy, safe house program, legal services, and education and outreach services.

### **Essential Duties:**

- Oversee the program development, evaluation and management of the Legal Program, Counseling and Advocacy Programs, Shelter Program and Education & Outreach Program
- Responsible for the general operations of direct service programs and monitor the quality of services provided for victims/survivors and their children
- Monitor statistical reporting process to insure uniform data collection from all sites and services
- Oversee of the quality of data into the ETO data entry system
- Monitor Direct service and supervisory staff development and training needs
- Conduct performance appraisals of program managers and ensure performance appraisals conducted in a timely fashion for all direct service staff
- Facilitate regular meetings of direct service and supervisory personnel
- Complete interviews with appropriate program supervisors to fill vacant positions and make hiring recommendations to the Executive Director
- Routinely review all contracts with focus on compliance, record keeping and reporting requirements
- Assist the Executive Director in the development of new policies and procedures and updating of existing policies and procedures
- Serve as alternate for the Executive Director for PCADV's membership meetings
- Assist the Development team in the development of contracts/grants for funding
- Assist Supervisors and Fiscal Staff with the development of program budgets
- Facilitate communications among programs and the various sites
- Organize, execute and assess contract management functions for the agency
- Participate in Agency planning and budgeting processes
- Prepare Agency for monitoring visits and for on-site monitoring oversight and co-ordination
- Establish and maintain relationships with other agencies and organizations in the community that will promote agency/client/community goals and avoid duplication of services

- Other duties as assigned

**Qualifications and Competencies:**

- Advanced degree: JD, MSW, or equivalent
- Experience in non-profit management
- Strong interpersonal and communication skills, including active listening and supervision
- Knowledgeable in budget preparation
- Ability to demonstrate strategic leadership
- Experience in contract/grant management, program management, program evaluation
- Ability to respond respectfully and effectively to sensitive and confidential inquiries or complaints
- Understanding of how to maintain confidentiality while also respecting the best interests of organization
- Strong project management skills
- Ability to work well independently, setting high standards of performance for self and assuming responsibility and accountability for successful completion of assignments or tasks
- Ability to work well with others and uphold a psychologically safe environment
- Maintain confidentiality and earn respect through consistent honesty and professionalism in all interactions
- Commitment to diversity in staff, volunteers, and clients;
- Experience in non-profit management
- Knowledge of the dynamics of domestic violence preferred

**Work Environment:**

- Work is primarily performed at the administrative office
- Ability to provide own transportation

**Other Requirements:**

- Successful completion of required organizational training
- Satisfactory Criminal Background Check and other organizationally required clearances

Please sign below:

---

Print Name

---

Signature

---

Date

This position description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. The Domestic Abuse Project of Delaware County is an equal opportunity employer. All employment is at will and no employment contract shall be construed from any action, document, or statement of the employer.