



Center Manager Job Description

WTLC is an Equal Opportunity Employer.

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| Job Title | Center Manager | |
| Reports To | Associate Director of Housing | |
| FLSA | Exempt: Full-Time | Rate: \$62,500 - \$67,000 |

AGENCY OVERVIEW

Founded in 1976, WTLC is the oldest domestic violence program in Orange County and the third oldest in the nation. Originally established as an emergency shelter, WTLC has since evolved into a multiservice organization dedicated to ending the cycle of violence through a trauma-informed, survivor-driven approach. Today, we are equipped to respond to the nuanced needs of survivors of both domestic violence and human trafficking, and we continue our tradition of evolving to meet their needs through the constant pursuit of innovative programs and evidence-based best practices.

Our programs fall under three major categories: Bridge Housing, Supportive Services, and Community Education and Advocacy. Through our three-fold approach, WTLC strives to meet the needs of survivors of any gender, their children, and survivors often not served by other programs. Uniquely tailored to the needs of survivors and their families, our programs rooted in the understanding that there is no one-size-fits-all approach to safety, recovery, and self-sufficiency.

POSITION SUMMARY

Under the direction of the Associate Director of Housing, the Center Manager is charged with managing the day-to-day operation of the organization's Center and 24-hour helpline. Utilizing a trauma-informed care approach, this position will ensure compassionate care to participants through effective development and coordination of program activities as well as maintaining an environment that is safe and welcoming for participants in the Center. In addition, the Center Manager is responsible for providing support and supervision to Center Advocates, Center Volunteers, Center Activities, and the maintenance of program records

QUALIFICATIONS

- Bachelor's degree in Sociology, Human Services, Psychology, Education, or related field. Master's Degree preferred.
- Minimum of four (4) years of professional experience in the social services sector and two (2) years of supervision experience.
- Bilingual in one of Orange County Threshold Languages preferred:
 - Spanish, Vietnamese, Korean, Arabic, or Farsi.
- Experience in -or strong familiarity with- crisis call centers.
- Effective public speaking skills and experience collaborating with other community agencies.

- Experience serving diverse communities.
- Experience in program development and management, and knowledge of issues that affect survivors of domestic violence and human trafficking.
- Ability to communicate effectively.
- 40-Hour Domestic Violence Training Certified within 6 months of hire.
- Has not been a participant of WTLC services for at least three (3) years
- Possession of a current and valid California driver's license, a car, liability insurance which meets California State minimum requirements and an acceptable driving record.
- Successful completion of a pre-employment background check.

DUTIES AND RESPONSIBILITIES

- Manage and oversee the day-to-day operations of the organization's Center and Helpline programs.
- In collaboration with the leadership team, coordinate program activities, groups, children's programs, and all special events within the Center.
- Collaborate with other departments to ensure successful execution of WTLC programming.
- Create partnerships and collaborations with area service providers to bring resources and services to the Center.
- Ensure that the Center is properly maintained and safe, and all public and meeting spaces are kept clean and contributing to a welcoming, trauma-informed atmosphere for the participants and guests.
- Create and maintain staffing schedules to ensure coverage and services to survivors go uninterrupted.
- Maintain a current calendar of events, groups, workshops, etc., occurring at the center.
- Recruitment, selection, and training of Center and Relief Advocates; directly supervise and support their professional development.
- Recruitment, training, and supervision of undergraduate level interns.
- Recruitment and coordination of volunteers to assist with Center programming and activities.
- Coordination and tracking of incoming donations including storage and distribution to appropriate programs.
- Be available to respond to urgent situations and provide support during evening/overnight hours for Relief Advocates.
- Support the procurement of goods, services, and resources for Center programming.
- Oversee the implementation of "survivor-driven" approach and ensure the highest level of customer service is provided to all visitors, participants, and callers.
- Directly input and review team's intake/program records and data entry in Apricot (database) for timeliness and accuracy.
- Participate in staff meetings, conferences, and other meetings as needed or assigned.
- Support and participate in agency events, projects, and fundraising efforts.
- Other duties may be assigned.

COMPENSATION AND BENEFITS

- This is a full-time, exempt position, with a salary range of \$62,500-\$67,000 annually. Salary offer will be dependent on experience.
- We provide 2 weeks PTO to start which increases over time (3 weeks after 2 years, 4 weeks after 5 years, 5 weeks after 10 years); 2 wellness paid days, 1 civic engagement paid day and 11 paid holidays.
- Alternate work schedule (4 days/ 10 hours) option available.
- Generous benefits including 100% covered in WTLCs sponsored health, dental, vision, and AD&D insurance with Employee Assistance Program; and 403(b) retirement plan with up to 4% match after 1 year.

OUR COMMITMENT TO DIVERSITY AND INCLUSION

At WTLC, we believe outstanding people are the key to our success. We value a diverse and inclusive workplace, and strongly encourage people of color, LBTQIA+ individuals, gender non-conforming individuals, and formerly incarcerated people to apply.

As an equal opportunity employer, we recruit and hire with the understanding of systemic oppression and lived reality of people with marginalized identities. We also recruit and hire without regard to race, national origin, religion, gender, gender identity, sexual orientation, disability, marital status, veteran status, or age.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Alternate work schedule (4/10) or regular (5/8) schedule, flexible to work evenings and weekends, as needed. Regularly required to sit and use hands and fingers; intact vision abilities required. Occasionally required to lift and/or move heavy objects.

To be considered for this position, please email a cover letter and resume to careers@wtlc.org with "Center Manager" in the subject line. **No phone calls please.**

For more information on WTLC, please visit our website at www.WTLC.org.