



**JOB DESCRIPTION**  
**Client Programs/Services Manager**  
**(Full Time)**

Rebuilding Hope! Sexual Assault Center for Pierce County is seeking to hire a passionate, experienced and capable leader to serve as the Client Programs/Services Manager.

Rebuilding Hope's mission is to offer support toward healing through advocacy and therapy for those affected by sexual assault and abuse. Through education and collaboration Rebuilding Hope improves the community's response to sexual assault and abuse victims and challenges the behaviors and beliefs that promote sexual violence.

We are seeking candidates for this position who are passionate about enacting positive social change towards reducing instances of sexual violence in our community and who have the capacity to serve survivors seeking support following sexual assault or abuse.

Rebuilding Hope! is committed to developing a team of staff who reflect the diverse demography of our community and who represent the populations who are disproportionately impacted by violence. We strongly encourage members of our Black, LGBTQ+, culturally diverse and differently-abled communities to apply.

**Nature of Work**

This Client Program/Services Manager position (the "Position") is a full-time, exempt position with Rebuilding Hope (the "Agency") involving extensive administrative, supervisory and developmental work with the Program/Services Coordinator and program(s) staff delivering Core and specialized sexual assault and abuse services. This Position has a wide scope for exercising independent initiative and judgment, subject to the policies and procedures of the agency and the direction of the Deputy Director. This Position requires collaboration with Agency Directors and cooperation with the agency's strategic priorities that shape grant development, procurement and contracting compliance and the subsequential planning and management of client service programs to include 24/7 Advocacy, STEP and additional client service enhancements. The Position will also be responsible for setting the priorities and strategies for in-person and remote staff supervision, support, training and performance while maintaining visible and productive relationships with community and system partners and stakeholders. As warranted, this Position will be expected to facilitate contact with sexual assault and abuse victims seeking services from the programs they manage.

**Responsible to:** Deputy Director (or other designee)

**Eligible to Supervise:** Agency staff and volunteers/interns



**Salary & Benefits:**

\$55,000 - \$65,000 annually (DOE); this is an Exempt position.

Agency pays 100% of premiums for health, dental and vision care plans for full time employees as well as 2% contribution of eligible employee's salary to the Agency's SIMPLE IRA retirement plan. The Agency offers generous accrual rates for paid personal, sick and vacation time off in addition to 13 paid holidays.

**Location:** Pierce County, Washington - flexibility for remote and on-site facilitation of assigned responsibilities. This employee must reside or plan to relocate to Pierce County or neighboring regions in Western Washington in order to report for work in-person as needed.

**To apply,** please submit a cover letter and current resume to [administration@hopesacpc.org](mailto:administration@hopesacpc.org) with the subject line reading: **Client Programs/Services Manager**  
Incomplete applications will not be considered.

**Timeline:** The first round of eligible applications will be received through Friday, May 13th at 5PM

**Responsibilities**

**Primary Objective:** Directly lead and supervise client support and service programs to include 24/7 Advocacy, Sex Trafficking and Exploitation (STEP) and additional enhanced or specialized services (i.e. CAC, PREA, etc.). All responsibilities of this Position are to be facilitated under the direction of the Deputy Director or other designee.

**Program Development:**

- Participate in the planning and supervise the delivery of all assigned programs and activities in accordance with mission, strategic plan, policies and annual approved budget of the Agency
- Support the development and collection of program(s) evaluation framework to assess the strengths of the program(s) and to identify areas for improvement
- As requested, prepare reports for internal and external stakeholders about programs to share outcomes and success of services and/or barriers faced
- Regularly monitor delivery of assigned programs services and activities and conduct an annual evaluation, reporting outcomes to the Deputy and Executive Directors with recommendations for improvement
- Develop and implement long-term goals and objectives to successfully achieve measurable outcomes both set internally and by funders

**Program Accountability:**

- Ensure program activities and administrative procedures are in compliance with all relevant federal, state and local laws and agency policies



- As advised, assist in developing forms and records to document program activities and administrative procedures
- Ensure the collection and maintenance of records for reporting purposes is in compliance with confidentiality/privacy requirements and policies and completed under the supervision of the Program Coordinator according to established timelines;
- Write and provide reports on assigned agency program activities, submitting such reports as requested by the Deputy and Executive Directors, Board of Directors and funders
- In accordance with program(s) budgets and policies, approve designated timesheets, reimbursement requests and EFA requests as advised by the Deputy Director
- Provide detailed receipts and documentation for approved program expenses as required by either funders and/or internal policies according to established timelines
- Assist in developing and be responsible for implementing effective methods of collecting client feedback to evaluate programming quality assurance

#### **Personnel:**

- As advised by the Deputy Director, ensure all assigned programs are strongly staffed and supervised in accordance with agency policies and procedures and through a diversity and equity lens.
- Lead the coordination of new staff onboarding and training and ensure that annual ongoing training requirements are met for all program(s) staff.
- Support Program Coordinator(s) with the recruitment, selection, orientation and training processes for their assigned staff and volunteers/interns.
- Create and support individual performance and professional development plans for all program(s) staff.

#### **Community Relations:**

- Act as a subject matter expert and represent the agency and programs as requested with a variety of external and community stakeholders, partners and potential clients
- Develop and implement methods to solicit community feedback for program improvement
- Represent Agency program(s) by hosting, facilitating or attending meetings and events with external stakeholders and partners.
- Engage with public media and news outlets to increase agency visibility consistent with the agency's mission, vision, values and strategic priorities
- Represent the agency in authorized legislative lobbying spaces in alignment with the agency's mission, vision, values and strategic priorities

#### **Direct Client Services:**

- Provides direct advocacy/client services, including crisis support, general, medical and legal advocacy, to clients during regular office or after-hours (both remotely and in-person) as needed per the Manager's availability or when no other direct service staff is present.



- Supervise ongoing specialized direct client services performed by program(s) staff and exercise the ability to perform those services as needed to include, but not be limited to specialized PREA, CAC and STEP services.
- Completes all individual direct service data reporting requirements by the established deadlines.

### **Distinguishing Characteristics**

The employee in the Position must demonstrate competency in the following areas: a working knowledge of the issues involved in sexual violence and how individuals recover from sexual assault and the dynamics contributing to and resulting from sexual assault and abuse; strong communication and listening skills; significant demonstration of leadership and administrative skills; ability to make competent and independent judgment calls relevant to their job description and expectations; ability to work with diverse groups; and commitment to Agency goals and victim/survivor empowerment.

### **Qualifications**

The desirable experience and training for the Position include:

- **Bachelor's degree**, preferably in areas of study related to human services, social services/work, criminal justice, psychology, law and justice, women and gender studies or other related fields.
- **At least 2 years of program leadership and personnel management experience** relevant to domestic violence, sexual assault and/or commercial sexual exploitation/human/sex trafficking programming (preferred).
- **At least 3 years of direct client/case management service experience** relevant to domestic violence, sexual assault and/or commercial sexual exploitation/ human/ sex trafficking (preferred);
- Eventual completion of the Agency's 33+ hour state certified basic sexual assault awareness training (desired)
- 10-20 hours of additional advocacy training provided by the Agency Advocacy Department
- Annual management training

NOTE: This position will be eligible for agency benefits in accordance with Washington State law and the agency's adopted policies and procedures. Full-time employees may choose to opt into the Agency's policies for medical, dental, short-term disability and retirement benefits upon satisfaction of eligibility and enrollment periods. All candidates must be able to pass a multi-agency fingerprint background check and comply with the Washington State COVID-19 vaccine mandate or be approved for a waiver in order to be eligible for hire. This employee will be required to complete a 90-day performance probationary period. This employee must be able to access their own reliable form of transportation as well as possess a valid driver's license and personal auto insurance to be approved for use of any agency vehicle and to be eligible for mileage reimbursement for approved mileage.