

POSITION: Manager of Supervised Visitation
DEPARTMENT: Supervised Visitation Services Status: Non-exempt
REPORTS TO: Site Director/Supervised Visitation and RESPECT
Program Hours: 35/week

SCOPE OF WORK:

Coordinate and facilitate, under the direction and with the support of the Site Director, the various staff, client and community related responsibilities in a program designed to provide support to families whose children are at risk of abuse and/or neglect, or who are witness to domestic violence. **It is expected that the Manager of Supervised Visitation's job performance will incorporate the practice and promotion of New Hope's core values, which include respect, teamwork, empowerment and professionalism.**

PRIMARY DUTIES:

- Provide group and individual supervision of Visitation staff
- Provide continual evaluation of the program and staff in accordance with agency policy and required contracts, in collaboration with Site Director
- Coordinate and schedule visits, security, and visitation staff to ensure adequate coverage
- Participate in recruitment, screening, development and training of new staff
- Oversee waitlist, perform intakes with both custodial and visiting parties
- Participate in case reviews and management
- Coordinate pre-service and in-service family support training
- Develop advertising, media coverage, and community relations for program
- Maintain connection to probate court and other local agencies
- Participate in coalition-building activities in the community
- Maintain all client and staff records in accordance with agency policy
- Provide reports to funding sources as required by contracts
- Will attend monthly Massachusetts Coalition for Supervised Visitation Meetings and other community meetings
- Provide supervision of referred families as needed
- Perform other duties as assigned by Site Director and/or Senior Management

SKILLS AND ABILITIES:

- Strong interpersonal, organizational and prioritizing, and management skills
- Self-motivated, self-reliant, and dependable
- Good leadership skills, including team building and decision making ability
- Demonstrated maturity, self-awareness, and initiative
- Demonstrated ability to research, write clearly and produce concise reports
- Demonstrated ability to manage multiple tasks and work independently
- Sensitivity to needs and capacities of target population
- Flexibility of time/scheduling
- Valid driver's license and dependable transportation
- Schedule- Tuesday and Wednesday 9am-4pm Thursday and Friday 1:30pm-8:30pm and Saturday 8:30am-2:30pm

EDUCATION AND EXPERIENCE:

- BA or BS in related field with minimum of two years' experience
- Microsoft Office experience
- Knowledge and experience in the issues of domestic violence, child abuse and neglect, and family dynamics
- Supervisory experience in related field/setting
- Bilingual strongly preferred (Spanish or Portuguese/English)

It is the policy of New Hope to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, New Hope will provide reasonable accommodations for qualified individuals with disabilities.

New Hope's goal is to increase representation of women, people of color, veterans and individuals with disabilities. Our programs are designed to comply with all applicable federal, state and local laws, directives and regulations and cover all human resource actions including employment, compensation, benefits, training, education, tuition aid, transfers, promotions and social/recreational programs.