



The Second Step, Inc. – Youth and Prevention Programs

Director of Youth and Prevention Programs

Background: The Second Step is a community of survivors, advocates, and volunteers who foster the safety, stability, and well-being of those who have experienced domestic violence. We provide comprehensive services, including safety planning, legal advocacy, counseling, peer support, transitional housing, and other essential services to adults, youth, and children in Greater Boston and MetroWest.

Primary Objectives: Supervises a diverse team of staff who provide youth group and activity facilitation for adolescents, teens, and children who have experienced domestic violence. In collaboration with Transitional Housing, Legal, and Community services, ensures provision of Therapeutic Afterschool as well as group and supportive case management services. Together with staff, coordinates the activities and integration of a corps of direct service volunteers to assist with providing services to teens and children – all within an agency framework that is trauma- and resilience-informed, strengths-based, relational, and empowering.

Secondary Objectives: Coordinating and sometimes leading outreach and prevention activities offered in conjunction with local schools, districts, and community partners. Will create and build relationships and partnerships with new and existing schools and organizations promote initiatives to both respond to and prevent relationship violence. Build leadership and competencies across staff team, ensuring that program and staff development goals are aligned.

Responsibilities:

1. Youth Group and Activity Facilitation

In partnership with the Youth Programs Manager and other youth-serving staff and volunteers, you will coordinate and sometimes lead trauma-informed and therapeutic engagement activities and groups for youth survivors of domestic violence within The Second Step's residential and community-based programs. Primary activities are currently held on Wednesday afternoons and evenings throughout the year, as well as on Tuesday and Friday evenings. As the needs of our client population change, there is the possibility that these times may change as well. Although you will not be expected to lead all activities yourself, your staff team is small, and a willingness to be flexible is important.

2. Management of Youth-Serving Staff

You will be responsible for a team currently consisting of two parts: (1) the Therapeutic Afterschool Program, which has provided trauma-informed Afterschool services to children K-5th grade who reside in our Residential Programs, and (2) our Adolescent and Teen Programs, which serve youth ages 12 to 21 both within our residences and in the broader community. You will provide direct supervision to the Afterschool Manager and the Youth Programs Manager (responsible for the above-mentioned program areas, respectively), each of whom is in turn responsible for other part-time staff and a number of volunteers. You will be responsible for managing this diverse team to provide consistent, responsive, and resilience-based services that are in line with The Second Step's broader organization mission and goals. You will also work with the Training and Volunteer Coordinator to ensure effective management and utilization of volunteers, and will collaborate with her for ongoing training and skills development for both staff and volunteers.

3. Program Development

You will work together with the Executive Director and the Development team to carry out relevant elements of TSS's Strategic Plan, and will collaborate with other Program Directors to support an integrated service model as well as fundraising and development goals. You will assist the Executive Director with program design, outcomes measurement, and the management of grants that fund youth and afterschool services.

4. Coordination of Services

You will collaborate with other Program Directors to ensure coordination of certain case management & advocacy services for high-needs youth involved in The Second Step's programs. This involves addressing critical social, educational, and behavioral challenges, and may involve collaboration with other community service providers to support youth clients' safety and long term well-being.

5. Documentation & Reports

You will use The Second Step's EmpowerDB database to track attendance and engagement, and to ensure currency of case management records and outcomes data accurately and consistently. You will also submit routine reports for funding agencies, as well as correspond with internal and external contacts as required.

Other Responsibilities:

- Attend and actively participate in weekly team meetings and agency-wide staff meetings.
- Attend weekly Directors' Meeting.
- Provide regular supervision for direct reports.
- Represent TSS at community events and forums as needed.
- Assist in coordinating special events, including the annual IMAGINE Program retreat, occasional celebrations for TSS program participants, summer retreats and cookouts, and other special events involving youth clients as needed.
- Other duties as assigned.

Qualifications: Candidates should have a demonstrated track record of successful management experience, as well as at least 3-4 years of experience working with survivors of domestic violence and/or at-risk or proven-risk youth, as well as with individuals in residential and/or community-based programs. Knowledge of issues related to domestic violence, trauma, mental health, and addiction – with a particular emphasis on how these issues impact young people and their families – is essential. Knowledge of issues related to child development and parenting is key. While a Master’s degree is preferred, we also consider relevant life experience and employment background to be valuable assets.

Additional qualifications include:

- Demonstrated supervisory and managerial skills, and ability to relate compassionately while maintaining a focus on program and agency goals.
- Strong crisis management, problem-solving, and interpersonal skills, particularly when working with youth who are experiencing social-emotional or developmental challenges.
- Demonstrated ability to collaborate and problem-solve.
- Ability to manage competing priorities simultaneously and precisely.
- Proficiency with computers and technology (including Microsoft Office products, databases, and social media).
- Strong written and verbal communication skills.
- Strong organizational skills, including the ability to work calmly under pressure.
- Bi-lingual (English/Spanish) strongly preferred.
- Enthusiasm about working collaboratively and effectively in an environment that is linguistically and culturally diverse.

Hours: Full-time (40 hours/week), with a combination of days & evenings to be determined together with the Executive Director. This is an exempt position, and flexibility in scheduling is important. TSS offers a competitive salary and benefits package to full-time employees.

A successful candidate will be committed to serving families that are determined to move beyond domestic violence, will be flexible and adaptable, and will demonstrate resiliency in the face of challenge, as well as other skills that we work hard to foster with our clients. A driver’s license is required in order to drive agency vehicles.

Equal opportunity: The Second Step encourages and seeks to promote diversity in all of its programs. Minorities, multi-lingual candidates, survivors of domestic & sexual violence, and LGBTQ/T candidates are strongly encouraged to apply. The Second Step, Inc. is an affirmative action, equal opportunity employer.

To apply: Please submit a resume and cover letter to Matthew Swoveland, Executive Director, at [mswoveland@thesecondstep.org](mailto:mwoveland@thesecondstep.org).