

**Job Description**  
**Office Manager and Program Assistant (Full-time, Regular)**  
July, 2017

Safe Passage is a nonprofit organization dedicated to addressing the aftermath and prevention of domestic violence and relationship abuse.

**Our Mission**

Safe Passage is dedicated to creating a world free of domestic violence and relationship abuse.

We support survivors and their families.

We engage our community.

We advocate for systemic change.

Safe Passage provides individualized support to address survivors' holistic needs for safety and healing in the aftermath of domestic violence and relationship abuse.

Programs include emergency shelter, trauma-informed counseling and support groups for survivors, families and children, community engagement and prevention, and individual and system advocacy.

**Expectations of all employees**

In the performance of essential and general job responsibilities, all Safe Passage employees are expected to:

- Demonstrate commitment to Safe Passage's mission and principles of diversity and inclusion.
- Represent Safe Passage in a professional and competent manner to clients, organizational partners, and other stakeholders.
- Perform quality work within deadlines.
- Work effectively as a team contributor on all assignments while contributing to a positive working environment for staff and volunteers.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

**Position Purpose**

The Office Manager and Program Assistant is responsible for the overall management and coordination of the Safe Passage administration and program offices. This includes the day-to-day operation of our program office; troubleshooting and coordinating office technology in offices; and working with program supervisors and staff to ensure effective responses to clients' first contact with Safe Passage.

**Reports to:** Director of Programs

**Supervises:** Volunteers and Interns

## **Essential Responsibilities**

### *Office Coordination*

- Maintain a confidential, survivor-centered, and professional office environment.
- Maintain office technology across three sites, in coordination with the Director of Community Engagement.
- Monitor and order office supplies.
- Provide basic tech support to program staff, interns and volunteers

### *Direct-Service Program Support*

- Answer telephones and greet visitors to the office; direct calls; convey information; make referrals.
- Serve as first contact for many Safe Passage clients with a trauma-informed and client-centered perspective.
- Work as part of a team to ensure office coverage for client-based services.
- Support program staff to provide material resources, referrals, and best-practice services to clients.
- At the direction of the Legal Program Director, provide administrative and program support to the legal program including scheduling, intake and assessment, and record-keeping.
- Work with all program staff to assure accessibility for all clients based on their needs due to language access and disability.
- Serve as site supervisor for reception-area volunteers and interns.
- May serve on working groups or committees as needed.

### *Administrative Duties*

- Attend monthly staff meetings.
- Participate in regular supervision with the Director of Programs.
- Coordinate and maintain client database, in consultation with Deputy Director.
- Submit reports and information as needed for reporting to funders, board of directors, and others.
- Help to create a positive working environment for staff and volunteers alike.
- Uphold, model, and contribute to development of program and office policies and procedures.

## **Qualifications**

- Knowledge of domestic and sexual violence.
- Commitment to equality and social justice.
- Experience working in a diverse, multicultural workforce.
- Exceptional judgment, discretion, and professional/interpersonal boundaries.
- Familiarity with electronic database programs.
- Experience providing administrative support in an office environment.
- Ability to work independently as well as collaboratively with other staff.
- Excellent interpersonal, written and verbal communication skills.
- Excellent organizational skills, time management, computer literacy, attention to detail, judgment, and ability to prioritize and manage multiple tasks.
- Ability to represent Safe Passage in a professional and exceptional manner.
- Bachelor's Degree or equivalent college level coursework or life experience with high school diploma or GED.
- Strong preference for candidates who are bilingual in Spanish/English.

## **Work Hours**

35 hours per week. Occasional evening and weekend commitments.

**Classification, Benefits, and Compensation:** This is a full-time, regular position. Benefits are consistent with Safe Passage personnel policies and relevant state and federal laws.

Salary commensurate with Safe Passage budget and applicant's experience.

**To apply:** Send cover letter and resume to [spjobs@safepass.org](mailto:spjobs@safepass.org) with the subject line of "Office Manager and Program Assistant." Deadline for applications is August 21, 2017.

For more information about Safe Passage and domestic violence, visit our website at [www.safepass.org](http://www.safepass.org).

Safe Passage works on a daily basis to earn its position as a justice-centered, employer of choice in Western MA. Toward this goal, Safe Passage is an Equal Opportunity Employer with a strong organizational commitment to the achievement of excellence, diversity, and inclusion among staff.