



**Job Description – Iowa Associate Program Director/Supervisor of
IA/IL Volunteer Services
Hired By: Executive Director
Reports To: Iowa Program Director
Exempt Position**

General Role Description:

The Iowa Associate Program Director/Supervisor of IA/IL Volunteer Services provides support to the Iowa Program Director, direct supervision of the sexual assault response team and provides supportive supervision to all Iowa direct service staff to ensure the delivery of quality services which are in compliance with the Iowa Service Standards and other funding requirements. In addition, this position partners with Program Directors, Development Directors, and the HR Director to facilitate Riverview Center's volunteer services. The Iowa Associate Program Director/Supervisor of IA/IL Volunteer Services, as part of the leadership team, assists with other administrative duties to support community outreach & awareness, development, marketing, and general operations of the organization.

Duties and Responsibilities:

- Facilitates the Riverview Center Volunteer Program - IA and IL - including recruitment, training, and supervision of volunteers
- Supervises the Office Coordinator and SART Coordinator positions
- Provides thoughtful leadership that is inclusive, transparent and empowering in a manner that supports and guides the organization's mission to staff who work within all Iowa Programs including advocates, therapists, coordinators, etc.
- Facilitates IA programmatic development in sexual assault advocacy, therapy and other funded programs.
- Leads, schedules and updates IA and IL training for volunteers based on state requirements
- Assists in selection, hiring, onboarding and training of new Iowa program staff and IA/IL volunteers.
- Supervises and works with the staff in the IA sexual assault program to accurately record all activity, ensuring that all required documentation, monthly reports and statistics are completed in a timely manner.
- Coordinates with all IA staff on outreach, awareness, special events, fundraising, friend raising and sexual assault awareness month activities.

Other Responsibilities:

- Work with/within systems to create responses to intimate partner violence that is survivor-centered and trauma informed
- Stays abreast of changes and trends in IA sexual assault services at local, state, and national level
- Participates in the 24/7 hotline dispatch activities on a rotating basis.
- Answers crisis and business line, provides crisis counseling/intervention, makes necessary referrals, and/or connects the caller to the appropriate staff member or other professional. Provides telephone support to all Riverview Center offices to ensure the best service to all callers.
- Assists the Executive Director and Director team in formulating strategic and long-range plans for Riverview Center.
- Serves as an administrative presence in all Iowa offices, and assists with the needs of the site's staff including supplies, marketing, networking, maintenance, and general office environment.

- Develops and maintains relationships with relevant community partners throughout the IA service area, and supports the direct service staff in collaborations and coalition building with such organizations to enhance the services we provide for survivors.

General Requirements:

- Bachelor's degree in social service administration or related field preferred
- A minimum of 5 years of experience in management, program development, and staff supervision preferred.
- Previous experience in volunteer recruitment and management preferred
- Previous experience in nonprofit program management preferred
- Excellent organizational, interpersonal, verbal, and written communication skills
- Strong analytic and strategic thinking skills
- Must possess the ability to meet deadlines and manage complex interrelated tasks simultaneously
- Ability to work independently and as a team
- Must complete 30-hour Victim Counselor Training upon hire, Advanced Sexual Assault training at the 6 months to one year mark to achieve Iowa Sexual Assault Certification in Iowa and other training and continuing education as required
- Must complete 60 hour Riverview Center training requirements set by Illinois DV and SA standards.
- Ability to work a flexible schedule and to travel locally, in and out of state
- Must have a valid driver's license and insured transportation

Salary Range \$55,000-\$60,000, excellent benefits, PTO and Paid Holidays

Please send a resume and cover letter to:

Amy Larsen, HR Director

amyl@riverviewcenter.org

100 E Park Ave

Waterloo, IA 50703

Riverview Center is an equal opportunity employer and service provider