

## **Assistant Deputy Director of Emergency and Direct Services and Programs**

Vera House, Inc. is a human service agency that provides unconditional care for individuals and families-through comprehensive domestic and sexual violence prevention and intervention services. We believe in collectively serving members of the community and creating an environment of accountability for our services. We strive to provide our employees with flexible schedules, when possible, a level of autonomy to complete their work, and a culture of belonging. We strive to interrupt the norms that cause harm and perpetuate oppression.

This position will handle the day-to-day activities of the Assistant Deputy Director of Emergency and Direct Services position for Vera House, Inc., which includes supporting the development and implementation of all Vera House programs. Thorough knowledge of and adherence to all Vera House policies, procedures and safety protocols is required.

### **RESPONSIBILITIES**

- Provide oversight, program development and leadership for the Agency's programs and services to ensure that standards are maintained in accordance with the Agency's mission and goals.
- Collaborate with leadership to ensure the implementation, development and/or maintenance of the Agency's programs.
- Develop a training and service model that guides supports volunteers, interns, and staff in learning the necessary skills and competencies to deliver quality services. This includes fostering healthy relationships among staff, and those we serve.
- Oversee the development and implementation of new programs, including fee for service opportunities.
- Serve as a liaison and build positive working relationships with community members and partnering agencies.
- Ensure that the necessary resources are being allocated for training and staff development.
- Collect, analyze, and report program outputs and outcome data to funding sources.
- Support oversight of client databases including maintenance, quality control, reporting, and training.
- Assist in writing and submitting grants for public dollars and private foundation support.
- Prepare internal as well as external communications for the Agency as well as represent Vera House at community engagements.
- Accountable for assisting with the development and delivery of Agency policy and protocol.
- Provide assistance to the Deputy Director of Emergency and Direct Services.
- Support development and management of program budgets.
- Understands and values racial equity as an organizational operating principle and is committed to continued learning on issues related to race, equity, diversity, and inclusion.

### **QUALIFICATIONS**

- Five Years of Human Services experience or related field.
- Three years supervisory experience.

- Direct service and program management experience.
- Strong leadership skills.
- Strong interpersonal, oral, and written communication skills.
- Strong proficiency with Microsoft Office Suite.
- Master's degree in social work or related similar education preferred.

Salary - \$60,000 - \$65,000 per year

Bilingual/multicultural candidates are encouraged to apply. Vera House is an Equal Opportunity Employer.

**Interested candidates should submit a resume and cover letter to:**

**Hiring Manager  
Vera House, Inc.  
723 James Street  
Syracuse, NY 13203  
E-mail: [jobs@verahouse.org](mailto:jobs@verahouse.org)**

**NO PHONE CALLS PLEASE**