

# Programs Administrator

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 Programs Administrator for the Advocacy and Clinical departments at Vera House. This is a full-time position with shared functions in clinical and advocacy departments.

## RESPONSIBILITIES

- Assist department leaders in collecting, analyzing, and reporting program outputs and outcome data to funding sources
- Adhere to all Vera House policies, procedures, and safety protocols
- Manage the agency client database including maintenance and training of new employees, interns, and volunteers to agency procedures and routines specific to using the client database.
- Auditing client data-base and providing feedback to employees, interns, and volunteers.
- Respond effectively to complicated, high stress, and/or emotional client situations and respond promptly to client needs
- Facilitate initial contact and intake scheduling process for clients seeking to engage in clinical services
- Assist in maintenance of inactive therapy records in accordance with HIPAA and other regulating bodies.
- Process records requests received by the agency; collaborate with appropriate staff and leaders to facilitate appropriate release of records.
- Ensure that all services are maintained in accordance with the agency's mission and goals
- Assist department leaders in grant and contract preparation and writing
- Collaborate with leadership to bring the necessary resources and training for staff development
- Serve as a liaison and build positive working relationships with community members and partnering agencies
- Provide crisis intervention and support to individuals and families experiencing domestic violence, sexual assault, or other violent trauma
- Respond to 24-Hour support line, support web chat, and on-call shifts for sexual assault callouts in Onondaga County

## QUALIFICATIONS

- Associates degree in human services preferred.
- Thorough knowledge of domestic violence and sexual assault including elder abuse
- Thorough knowledge and understanding of confidentiality, privacy, and mental hygiene rights.
- Ability to work effectively in a crisis-oriented setting with diverse individuals
- 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.
- Good interpersonal, oral communication and written skills
- Strong planning, organizational, time management, and administrative skills
- Proficient with Microsoft Office Suite
- Ability to develop a positive, compassionate rapport with victims of domestic violence, sexual assault, or other violent trauma
- Knowledge of community-based service delivery systems, in particular; thorough knowledge of the criminal and civil justice systems
- Prompt response to crisis or time sensitive client needs
- Thorough and consistent follow up with victim/survivors and delivery systems
- Ability to work with and maintain a positive relationship with community partners
- Ability to provide trauma informed services and has familiarity with crisis intervention techniques
- Ability to work independently
- Ability to adapt to demanding situations and work well under pressure
- Appreciation and respect for other cultures and people of diverse backgrounds

#### **EXPERIENCE**

- Experience working in a human services setting preferred

#### **SALARY**

- \$17.00 to \$21.00 per hour

Bilingual/bicultural 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  
NO PHONE CALLS PLEASE**