



FIRST STEP WESTERN WAYNE COUNTY PROJECT ON DOMESTIC AND SEXUAL VIOLENCE

Since 1978, First Step has proudly served Wayne County, Michigan with the mission to end domestic violence and sexual assault while providing free, life-saving services to survivors and their families.

JOB TITLE: *Director of Programs*

GENERAL STATEMENT OF FUNCTION:

Under the direction of the Executive Director, the Director of Programs will serve as a key member of our Senior Leadership Team. This role provides agency-wide leadership to ensure survivors of domestic and sexual violence, and their families receive safe, trauma-informed, survivor-centered, and culturally responsive services across all programs.

The Director of Programs is responsible for the strategic oversight, quality assurance, and continuous improvement of all direct service programs. This position blends high-level leadership with hands-on engagement, including crisis response, clinical guidance, staff supervision, and community collaboration. The Director plays a critical role in strengthening service delivery systems, supporting staff, ensuring compliance with funding and licensing requirements, and advancing a coordinated community response to violence.

Due to the clinical complexity of survivor services, clinical supervision experience is strongly preferred, particularly to support case consultation, staff development, ethical decision-making, and best-practice implementation.

This leader will support First Step's mission to end domestic violence and sexual assault through empowerment, education, advocacy, and prevention while maintaining high standards of care, accountability, and collaboration.

First Step provides comprehensive onboarding, training, and ongoing professional development for all employees.

LOCATION: Wayne Office, Plymouth Office, and other First Step sites as needed.

REPORTING: Reports to the Executive Director

TYPICAL DUTIES:

Strategic Leadership & Program Oversight:

- Provide visionary leadership and operational oversight for all agency programs
- Ensure services remain trauma-informed, culturally responsive, survivor-centered, and aligned with agency mission and strategic goals
- Develop, implement, and evaluate program strategies that enhance service quality, accessibility, and impact
- Monitor program outcomes and use data to drive continuous quality improvement
- Respond to program emergencies and provide agency-wide leadership support

Staff Supervision & Development:

- Supervise Program Coordinators and designated staff, including hiring, onboarding, scheduling, timesheet oversight, and performance management
- Provide ongoing supervision, coaching, and professional development
- Offer clinical supervision and case consultation (preferred) to ensure ethical, effective service delivery
- Facilitate regular team meetings, case conferences, and leadership meetings
- Promote team resilience, healthy boundaries, and trauma-informed workplace practices

Service Delivery & Crisis Support

- Provide crisis intervention and survivor advocacy (in-person, phone, and group) as needed

- Ensure all client services are delivered with compassion, confidentiality, and empowerment-based practices
- Conduct regular file reviews to ensure timely, accurate documentation and compliance with best practices
- Maintain strong understanding of survivor safety planning, risk assessment, and coordinated response protocols

Compliance, Grants & Community Collaboration:

- Ensure programs meet grant requirements, licensing standards, and approved budgets
- Support grant proposal development and reporting processes
- Maintain accurate data collection and reporting systems
- Strengthen partnerships with community stakeholders
- Represent First Step in coalitions, task forces, and coordinated community response initiatives

Mission Alignment:

- Understand and uphold First Step's philosophy of empowerment, education, and violence prevention
- Actively support and advance the agency's mission, vision, and values
- Foster equity, inclusion, and culturally responsive practices throughout the organization

Communications & Marketing:

- Ensure philanthropic strategies are closely aligned with organizational priorities and leverage data-driven storytelling to engage and inspire donors.
- Lead and implement digital fundraising strategies, including online platforms, social media fundraising, and donor engagement through digital platforms.
- Oversee the planning and timely release of key First Step publications, including donor newsletters, the annual report, and impact or stewardship communications for funders and supporters.

QUALIFICATIONS: The ideal candidate holds a Bachelor's degree in Social Work, Human Services, or a related field (BSW/BA required; MSW preferred), or an equivalent combination of education and relevant leadership experience. Clinical supervision experience is strongly preferred, particularly to support case consultation, ethical decision-making, and best-practice service delivery. Demonstrated experience supervising and developing staff or volunteers is required. Candidates must bring experience in domestic violence and/or sexual assault services, along with a strong foundation in crisis intervention, trauma-informed care, and survivor-centered advocacy. The ability to navigate complex client situations while maintaining professional boundaries, confidentiality, and sound judgment is essential. Experience in program development, evaluation, and quality improvement is preferred, including familiarity with grant-funded services, reporting requirements, and compliance standards. Strong organizational skills, attention to documentation, and the ability to align programming with budgets and agency goals are critical. The successful candidate is compassionate, resilient, and committed to equity and survivor empowerment. Excellent written and verbal communication skills, collaborative leadership abilities, and experience working effectively with diverse racial, cultural, and socioeconomic communities are required. Ability to manage multiple priorities, respond effectively in crisis situations, and lift up to 30 pounds required. Bilingual candidates are encouraged to apply.

CLASSIFICATION: For purposes of employment standards, this classification is "exempt" from the overtime provisions of the Fair Labor Standards Act. This is a full-time, salary position.

SALARY AND COMPENSATION: Base salary, commensurate with experience. Comprehensive benefits package includes medical, dental, vision, 401k match, life and LTD insurance, PTO, floating holidays, agency closure days, ESTA, and flex time.

To apply please complete an online application via <https://www.firststep-mi.org/jobapplication/>