



JOB DESCRIPTION

TITLE:	Associate Director
RESPONSIBLE TO:	Executive Director
POSITIONS SUPERVISED:	Residential Services Coordinator; Advocacy Services Coordinator; Prevention Coordinator; Sexual Assault Forensic Exam (SAFE) Program Coordinator
TIME COMMITMENT:	Full-Time (at least 32 hours weekly), Exempt
LOCATION:	Alpena Office/ Atlanta Outreach and Services Center/Oscoda Outreach and Services Center/Emergency Shelter/ Remote

GENERAL SUMMARY:

The Associate Director serves as the primary operational leader for program and service delivery at Hope Shores Alliance. This role ensures high-quality, responsive, and accessible services that align with the agency's mission and values, including empowerment-based, survivor-centered, trauma-informed, and intersectional approaches.

The Associate Director provides direct leadership and supervision for program coordinators responsible for emergency shelter, transitional housing, 24-hour crisis response and hotline services, counseling, advocacy, outreach, prevention and the Sexual Assault Forensic Exam (SAFE) program across Alpena, Alpena, Iosco, Montmorency, and Presque Isle counties.

This position serves as the first line of leadership for service quality, staff performance, and program decision-making, elevating matters to the Executive Director as needed. The Associate Director champions continuous improvement through oversight of agency systems, policies, and processes that support effective communication and coordinated service delivery.

The Associate Director is a member of the agency Steering Team, serves as a key liaison to the community, and acts on behalf of the Executive Director in their absence, as designated.

PROFESSIONAL REQUIREMENTS:

- Passion for social justice and the mission of the agency.
- Willingness to be flexible in schedule and approach to support the needs of their team and respond in crisis situations.
- Apply the Core Competencies of Advocacy in their work.
- Remain committed to the elimination of racism, sexism, classism, homophobia and other forms of oppression and demonstrate an understanding of [intersectionality](#) and how identity impacts [trauma](#).
- Demonstrate an openness to learn and teach about trauma-informed services and survivor-centered approaches when working with victims of sexual violence, dating violence, stalking, and domestic violence.
- Willingness to recognize and address one's own privilege when working with diverse populations.
- Excellent interpersonal skills and a collaborative work style when approaching colleagues, survivors, and community partners.
- Proficiency in Microsoft Office tools including Outlook, PowerPoint, and Word.

ESSENTIAL DUTIES & RESPONSIBILITIES *Other duties may be assigned*

- Supervise and support Program Coordinators across all service areas
- Ensure consistency, quality, and accountability in service delivery
- Serve as the primary operational decision-maker for programs
- Understand, review, and operationalize each program's funding contracts and annual workplans, ensuring day-to-day program implementation aligns with grant commitments and deliverables.

CLIENT SERVICES & QUALITY ASSURANCE

- Ensure timely review, documentation, and resolution of concerns regarding service delivery and program implementation
- Use qualitative information and quantitative data to identify trends and implement program improvements
- Communicate concerns and risk factors to the Executive Director
- Ensure trauma-informed, survivor-centered practices
- Use program contracts and annual workplans as a framework for evaluating service quality, compliance, and program performance
- Oversee the development, execution, and implementation of contracts with external service providers delivering direct services to survivors, including contracted counseling partners
- Oversee the administration and completion of client feedback surveys, ensuring program staff distribute, collect, and document surveys in accordance with agency policy and contract requirements
- Utilize client feedback surveys, grievances, and reviews to shape and improve agency services
- Oversee the development, revision, and ongoing maintenance of Standard Operating Procedures to ensure alignment with agency policies, contract requirements, regulations, and best practices

STAFF DEVELOPMENT & LEADERSHIP

- Provide technical assistance, mentorship, and coaching to program leadership staff to foster a culture of learning and collaboration
- Ensure Program Coordinators are meeting performance expectations, compliance requirements, documentation standards, and internal deadlines
- Support performance management and corrective action processes of staff in collaboration with appropriate administrative staff
- Develop and manage annual staff training plans across programs and funding sources
- Coach Program Coordinators on translating contract requirements and annual workplans into practical program operations, staff priorities, and measurable outcomes.

COMMUNITY OUTREACH

- Lead implementation and annual updates of the annual Outreach Plan
- Assign and track outreach activities aligned with the agency Outreach Plan
- Represent the agency in community meetings and media engagements as assigned/needed

- Develop and maintain strong community relationships to promote survivor services and meet agency outreach goals

PROGRAM DEVELOPMENT

- Communicate operational and program support needs to leadership
- Stay connected to direct service staff and leadership and coach their evaluation of program processes to encourage continued development and improvement in all areas of service delivery
- Monitor alignment between program activities, data collection, and the commitments made in annual funding applications, contracts, and workplans

COMMUNICATION & REPORTING

- Prepare and provide quarterly program and outcomes updates to the Executive Director which include key trends, achievements, challenges, and recommended actions across all programs.
- Proactively provide program updates to the Executive Director in advance of regular supervision meetings, including a proposed meeting agenda, status updates on all programs, and any time-sensitive issues requiring leadership attention.
- Provide relevant input for and oversee programmatic completion of local, state, and federal grant reports, including distributing required reporting materials to Program Coordinators and ensuring all assigned components are completed accurately and submitted by required deadlines

QUALIFICATIONS:

- While survivorship is not a requirement for employment with Hope Shores Alliance, we value the contributions survivors make in doing this work and we celebrate our shared collaboration in the movement.
- The highest level of both personal and professional integrity and the courage to both lead and communicate through encouragement rather than authority.
- Master's Degree preferred, a college degree showing related course work and competencies and/or at least 5 years of relevant leadership, services and/or similar experience and practical knowledge are required.
- Must successfully complete intra-agency domestic violence and sexual assault training within the initial 30 days of employment.
- Attend and successfully complete MCEDSV New Service Provider Training within the initial 180 days of employment.
- Must attain Red Cross First Aid and CPR certification as provided by Hope Shores Alliance.
- Must possess a valid driver's license and good driving record as well as provide proof of valid insurance.
- Must pass Criminal History, Child Abuse and Neglect Central Registry and State and National Sex Offender background checks.

We understand that violence disproportionately harms the most marginalized people in society, including people of color, LGBT+ folks, and people from impoverished backgrounds. We believe that these communities must be centered in the work we do and therefore we strongly encourage applications from people with these identities or who are members of other marginalized communities.

Hope Shores Alliance is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, religion, age, sex, national origin, disability status, genetics, veteran status, sexual orientation, gender identity or expression, hearing or Deaf identity, class, economic status, education, immigration status, marital status, physical or mental abilities, weight, height, HIV status, substance use or any other characteristic protected by federal, state or local laws.

Employment with Hope Shores Alliance is "at-will" and is subject to termination by you or Hope Shores Alliance, with or without cause, and with or without notice, at any time. Nothing in agency policies will be interpreted to be in conflict with or to eliminate or modify in any way the employment-at-will status of Hope Shores Alliance employees.

Employee Signature

Date

Supervisor Signature

Date