



STRONGHEARTS
Native Helpline



**NATIONAL
INDIGENOUS**
WOMEN'S RESOURCE CENTER

BASIC INFORMATION

Job Classification	
FLSA Status	Non-Exempt
Provisional Period	180 days
Job Title	Assistant Director
Location	Eagan, MN
Funding Source	Grant Funded
Department	Administration
Position Type	Full-time, Hourly
Reports to	Director
Supervises	TBD
Shift	Day
Salary/Hourly Rate	\$75,000 to \$85,000

GENERAL POSITION PURPOSE STATEMENT

StrongHearts Native Helpline is a safe, culturally-appropriate domestic, dating and sexual violence helpline for American Indians and Alaska Natives

The Assistant Director reports to the Director of StrongHearts. This position is responsible for the supervision and oversight of Native Helpline operations. The Assistant Director provides leadership and is responsible for aligning staff and resources to fulfill organizational goals and objectives, and for providing administration supervision and oversight for the Native Helpline.

ESSENTIAL RESPONSIBILITIES AND DUTIES

- Collaborates with the Director in developing, establishing, implementing, and evaluating operational initiatives, setting strategic goals and effectively guiding employees in implementing operational and strategic changes to best meet the needs of the StrongHearts Native Helpline operations and its constituencies.
- Represent StrongHearts through public speaking opportunities, written correspondence, participation in national conferences, committee appointments and other venues
- Ensures that the organization and its missions, programs, services and staff are consistently presented in a strong, positive image.
- Responsible for performing multiple tasks simultaneously and overseeing the day to day operations of the department.
- Ensures the alignment of staff and resources to fulfill organization objectives.
- Plans, develops, implements, oversees and evaluates programs that enhance operations or other initiatives as directed by the Director.
- Makes recommendations to the Director for program and/or strategy changes in order to meet programmatic goals; carries out implementation as approved.
- Builds, cultivates and maintains working relationships with external programs and internal departments that interact with StrongHearts operations.
- Responsible for the maintenance and upkeep of operational manual(s), protocols, procedures and practices.
- Ensures operational initiatives are within budgetary limits.
- Ensure the timely and accurate recording of grant activities using internal reporting systems.
- Responsible for the production of statistical reporting requirements funding applications as requested.
- Leads and ensures consistent supervision of staff in accordance with agency personnel policies, procedures and practices.
- Provides direct supervision to team members.
- Ensures that StrongHearts works with appropriate staff to manage personnel matters, including hiring, evaluation, staff development, disciplinary actions and recommendations for promotion and/or dismissal.
- Leads and facilitates problem resolution techniques that promote positive working relationships both internally and externally.
- Leads and facilitates activities to strengthen internal and cross-team management and team building.
- Other projects and responsibilities may be added and/or changed at the discretion of the Director.

This description only includes essential functions of the job and does not imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instruction and to perform any other job-related duties requested by their supervisor or management.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Bachelor's degree in Social Services, Human Services or Business Administration or related field or any combination of related education and experience with a documented record of the ability to perform duties and responsibilities of the position. (Equivalency formula: two years of experience is equal to one year of education.)
- A minimum of five years progressively responsible experience in a not-for-profit leadership role, a minimum of five years of experience in budgeting and managing government/private funding sources; and five years experience hiring, terminating and supervising staff.
- Five years experience in direct services to victims of domestic and/or sexual violence or similar human services program, with domestic and sexual violence experience preferred.
- Five years experience in supervising at least five paid employees.
- Five years administrative experience involving budget preparation and monitoring, program oversight, and oversight of daily operations.
- Demonstrated ability and willingness to perform in a team environment, providing support and constructive feedback in interpersonal interaction.
- Strong team building and leadership skills to effectively manage activities through vision, strategic planning and expertise.
- Communications skills suitable for presentation and written publication, for internal and external distribution.
- Effective leadership and management skills to respond to changing environments and to develop the cultural climate required to implement new models of operation.
- Critical analytical skills to understand the political, social, financial and external issues affecting service providers; to foresee and interpret trends and the dynamic changing needs of constituents; and to develop and establish processes, protocols and procedures to respond effectively and in a timely manner.
- Knowledge and understanding of the local, state and national policy agenda and resulting processes that affect operations and constituencies.
- Demonstrated knowledge and ability in program development, implementation and evaluation, and in budgeting and public advocacy.
- Demonstrated high integrity and fiduciary responsibility in managing resources.
- The ability to respond with empathy, sensitivity, and awareness to diverse cultures, ethnicities, social backgrounds, values, attitudes and languages.
- High integrity and ability to demonstrate positive problem solving skills to internal and external constituents.
- Knowledge of domestic and sexual violence issues and circumstances faced by those experiencing domestic and sexual violence.
- Self starter with strong attention to detail and superior written and verbal communication skills.
- Ability to work independently.
- Three years of project management experience.
- Demonstrated ability to multi-task and work with tight and/or changing timelines; disciplined leadership and time management skills to coordinate and prioritize activities, evaluate progress and provide feedback; and to reallocate resources to complete activities within a set deadline.
- Working knowledge of Apple OS X, Google Suite and Microsoft Office applications.
- Demonstrated professional behavior, resourcefulness and a positive attitude.
- A consistent positive solution-oriented response that includes communicating about challenges to the appropriate person in a constructive and productive manner.
- Intentionally and actively fostering positive working relationships and organizational culture.

- Ability to be flexible, if needed, to work outside of normal business hours and to attend required meetings which may be outside of the position's regular schedule
- The ability to lead, motivate, coach, develop and encourage people to achieve a common goal, fostering positive working relationships and team culture.
- The ability to organize people and materials to ensure that tasks are undertaken and that measures are put in place to ensure compliance within all areas of operations
- Relationship builder with the flexibility and finesse to "manage by influence"
- High energy, maturity, and leadership with the ability to serve as a unifying force and to position implementation discussions at both the strategic and tactical levels
- Demonstrated excellent time management and organizational skills - ability to manage numerous initiatives in order to meet deadlines and to deliver high quality outputs including ability to re-order work and priorities in response to demand and crises.

OTHER REQUIREMENTS AND WORK CONDITIONS

- Significant experience living and/or working in Native communities preferred.
- Deeply rooted in Indigenous thought and culture and informed by high-quality research and approaches.
- Knowledge of tribal, state and national advocacy organizations working to effect social change and that address the issue of violence against Native women.
- Local, state and regional travel as required.
- Ability to read, write and converse in English.
- Must have emotional and physical stamina to tolerate prolonged sitting or standing to deal with a variety of stressful situations, including responses to complaints, difficult requests from programs and individuals in crisis, and internal and external interactions, to effectively work long and at times odd hours, while maintaining a sense of humor.
- Works in a normal office environment with minimum exposure to dust, noise, or temperature extremes. Requires bending, stooping, lifting and carrying objects up to 25 pounds, with or without accommodations.

The above statements are intended to describe the general nature and minimum level of work being performed. They are not intended to be construed as exhaustive of all duties, responsibilities and skills required for the position. The employee will be required to perform any other job-related duties as required by the job objectives, the vision, mission and philosophy of the Native Helpline. This description does not modify any employee's at-will-status and is not a contract for continued employment of any duration.