



NHC Community Justice Center (CJC), will comprehensively support adults, youth, and children victimized by interpersonal violence and is modeled after Family Justice Centers across the country that provide hope, healing and justice through an efficient collaboration of nonprofits, law enforcement, and the local District Attorney Office.

Immediate Job Posting for New Hanover County Community Justice Center Director of Program Operations

Job Description:

The Director of Program Operations (DPO) manages the day-to-day operations of the newly created NHC Community Justice Center (CJC), reports to the CJC's Chief Legal Counsel and CEO and works with CJC leadership and Board of Directors. Management includes:

- Achieving smooth transition of operations that lead to sustainability of the CJC
- Serving as the primary contact for communication and operational policies
- Coordinating schedules and professional development for allied professionals to implement and maintain best practices within the CJC
- Establishing and deploying operational procedures and metrics to measure success
- Ensuring a safe work environment, quality services, and supportive culture
- Strengthening positive relationships with justice officials, community partners, and care managers to provide efficient and effective client care
- Collaborating with local organizations and similar family justice centers nationwide
- Coordinating grant and fundraising initiatives
- Increasing public awareness of CJC services

Key Responsibilities:

- **Policy Development:** Develop and implement written policies, programs, and procedures to enhance understanding, efficiency and effectiveness of service delivery.
- **Program Evaluation and Feedback:** Prepare regular reports on progress, challenges, data, and successes. Implement mechanisms to gather input from clients and partners.
- **Operations Management:** Oversee daily operations, ensuring safe and welcoming work practices and a positive work environment that adheres to trauma-informed practices
- **Training Coordination:** Schedule, organize and facilitate training opportunities and shifts for staff, professionals, and interns to build cohesion and ensure best practices.

- **Collaboration:** Work with local community and government organizations to form partnerships and referral opportunities, and network with family justice centers for a smooth transition during the early stages of operation and going forward.
- **Metrics and Reporting:** Establish metrics for measuring success and areas for improvement and deployment to stakeholders.
- **Budget Management:** Oversee and make recommendations to the budget for operations, ensuring cost-effectiveness.
- **Community Outreach:** Conduct community outreach and trainings to establish and increase awareness and relationships, including intentional connections with justice officials, law enforcement, community resources, and clients.
- **Grant and Fundraising Opportunities:** Prepare and present grant proposals and reporting and solicit funds across various sectors and audiences.
- **Professional Development:** Commit to continuous learning and stay updated with the latest trends and best practices in the field.
- **Public Speaking and Partnerships:** Represent the NHC CJC at community events, conferences, and meetings to build and maintain strong alliances.

Education and Experience:

- Bachelor's or Master's degree from an accredited college or university in the relevant field of study or equivalent combination of education and experience
- High level of empathy and interpersonal skills (written and oral) to handle sensitive and confidential situations, documentation, and interactions
- Minimum of five years of experience in management, community outreach, and work with social services and/or justice and legal services.

Skills and Abilities:

- Strong leadership and communication skills
- Excellent organizational abilities
- Proficiency in relevant software, technology, and data points
- Staff, Program, and Budget Management
- Crisis and Behavioral Management Techniques
- Ability to work collaboratively with diverse stakeholders
- Conflict resolution and mediation skills
- Analytical and Interpretive Skills
- Marketing and Outreach

Compensation: \$75,000

Employee Benefits: Medical, Dental, Vision, Life Insurance

Application Instructions: Please submit your resume, cover letter, and three references to info@nhccjc.org by September 12. Interviews will be scheduled September 16-20, 2024.