



Serving crime victims in Lincoln, Lyon, Murray,  
and Redwood Counties of  
Southwest Minnesota since 1981.

[www.newhorizonscrisiscenter.org](http://www.newhorizonscrisiscenter.org)

Prevention & Professional Education • General Crime  
Parenting Time • Sexual Assault

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**NEW HORIZONS CRISIS CENTER (NHCC) IS AN EQUAL OPPORTUNITY EMPLOYER AND  
EQUAL OPPORTUNITY PROVIDER.**

**Equal Employment Opportunity Statement**

It is the policy of New Horizons Crisis Center (NHCC) to provide equal employment opportunity for all, without discrimination on the basis of ancestry, family or medical care leave, gender identity or expression, genetic information, medical condition, political affiliation, protected veteran status, race, color, creed, religion, national origin, sex (including pregnancy), marital status, status with regard to public assistance, disability, sexual orientation, familial status, age, or any other characteristic protected by applicable laws, regulations, and ordinances.

**POSTING**

**STARTING WAGE:** \$50,000 Annual Salary - Depending on education, knowledge, experience, and skills.  
**Benefits include, but are not limited to:** employer paid health insurance, paid time off, personal leave, paid holidays, retirement plan/match - optional, and life insurance benefits.

To apply, please submit your letter of interest, resume, and completed NHCC application (<https://www.newhorizonscrisiscenter.org/pdf/NHCC-Employment-Application.pdf>) - all three of the requested items are required in order to be processed as an application - to NHCC's Executive Director. Position open until filled. Your application can be submitted by mail or in person (349 West Main St., Suite 3, Marshall, MN 56258) or e-mail ([carrieb@nhccmn.com](mailto:carrieb@nhccmn.com)).

People of color and people representing underserved communities are encouraged to apply.

Thanks for your interest!

**New Horizons Crisis Center**

Job Description

**POSITION TITLE:** Crime Victim Services (CVS) Program Manager (5% VOCA / 80% State / 15% UWSWMN)

**POSITION CLASSIFICATION:** Full-Time

**SALARY CLASSIFICATION:** Exempt

**SUPERVISOR:** Executive Director

**POSITIONS SUPERVISED:** Exercises supervision over CVS Program Staff (program coordinators, advocates, and volunteers)

**BENEFITS INCLUDE:** Employer-paid health insurance, life insurance, paid time off, 2 personal leave days annually, 12 paid holidays annually, and SIMPLE retirement plan/match - optional.

**POSITION PRIMARY PURPOSE:** Provides supervisory support and guidance for NHCC's CVS Program Staff. Ensures the overall efficiency and effectiveness of the CVS Team and the CVS Program Services. Responsible for the coordination of the Lyon County SMART Program.

**DESIRED MINIMUM QUALIFICATIONS:** Individuals with diverse backgrounds, varied life experiences, who are bilingual, and/or survivors of crime encouraged to apply.

Education and Experience:

- Bachelor's degree or experience pertinent to position, in counseling, social work, or related field; and a minimum of 3 years' experience in direct service delivery and/or programming.
- Minimum of 3 years' experience in direct supervision or management (including performing annual performance reviews and developing employee improvement plans)
- Any equivalent combination of education and relevant work experience.

Knowledge, Skills, and Abilities:

- Believes in the mission, goals, and services of NHCC. Committed to serving people in need.
- Proven leadership and team development.
- Strong organizational, critical thinking, and analytical skills.
- Ability to coordinate advocates and facilitate all advocate meetings, work independently and as a team member, and work cooperatively and share tasks with the Executive Director.
- Strong commitment to conflict resolution, ethical communication, and cooperative working relationships with staff.
- Skilled in operation of the listed tools and equipment, managing crisis situations, and communication of difficult topics.
- Ability to establish and maintain effective working relationships with employees, board members, clients, community partners, and the general public; as well as communicating effectively orally and in writing; and the ability to guide, direct, and motivate employees.
- Demonstrated ability to express ideas clearly and concisely, both orally and in writing.
- Working knowledge of providing direct service programming to victims of sexual violence and general crimes (preferred).
- Working knowledge of victims' issues and working knowledge of the legal and social services systems (preferred).
- Eagerness to perform other duties and assume additional responsibilities as directed by the Executive Director to ensure efficient operations.

### **SPECIAL REQUIREMENTS**

- Must possess and maintain a valid state driver's license and insured reliable vehicle.

### **TOOLS AND EQUIPMENT USED**

- Requires use of personal computer (MS Office Suite), email, and other office and communication equipment.

### **JOB SUMMARY:**

#### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

##### **1. CVS Program Manager Responsibilities:**

- Responsible for the oversight, management, and professional and timely delivery of crime victim services programming (including on call/24-hour crisis line services), including but not limited to supervision and management of staff; development, implementation, and updates of policies and procedures; community relations, etc.

- Responsible for the day-to-day oversight of the crime victim services program staff, including performance coaching, professional training and development, evaluation, and creating an involved and engaged team.
- Engages the crime victim services program staff through in person and online meetings and trainings.
- Serves as administrative liaison between the crime victim services program staff and the Executive Director.
- Provides representation of the crime victim services program staff at Board and Committee meetings as assigned.
- Provides oversight for the ongoing professional and timely delivery of advocacy services to victims of sexual violence and general crime. This includes crisis intervention, emergency advocacy response, on-call scheduling, hotel/motel, and direct client assistance funds services.
- Provides oversight for the ongoing development, implementation, and evaluation of public education efforts by advocates. This includes sexual violence and general crime awareness, education, training, and prevention efforts, and hotel/motel services. Ensures all materials used adhere to the mission of NHCC.
- Recruits, interviews, and trains unpaid staff including the oversight of supervision of volunteer advocates.
- Schedules and reviews 60-hour advocacy training for crime victim service program staff and volunteer advocates.
- Coordinates and ensures coverage for the on call/24-hour crisis line services. Creates equitable holiday scheduling of crime victim services program staff.
- Responsible for ensuring all CVS services are tracked and that staff complete all necessary form and documentation in an effective and timely manner (client stats, direct client assistance forms, etc.).
- Develops and fosters strong working relationships with government and community agencies, human services professionals, law enforcement, volunteers, and other key constituents and collaborators in the 4-county area of NHCC.
- Attends and assists with agency fundraisers and community events.
- Reviews crime victim services program staff performance annually. Creates and oversees improvement plans when necessary.
- Assists with the development of and ensures adherence to NHCC's Policies and Procedures for crime victim services program staff and volunteer advocates.
- Assists the Executive Director in representing the agency and the direct services programs to the public.
- Serves on community, regional, and statewide boards and committees as appropriate or assigned by the Executive Director.
- Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors expenditures in assigned area to assure sound fiscal control; and assures effective and efficient use of budgeted funds, personnel, materials, facilities, and time.
- Works a flexible schedule including evenings, weekends, and holidays from time to time.
- Assists with tracking of training requests and expenditures and assists in managing requests and travel arrangements for advocate training.
- Works with the Executive Director and the Operations Manager to ensure the successful tracking and reporting of all CVS services and grants.
- Collects and processes CVS time sheets, reimbursement forms, and Direct Client Assistance (DCA) requests.

## **2. SMART Program Manager Responsibilities:**

- Ensures the coordination of the Lyon County SMART to develop and implement effective policies and procedures.
- Maintains leadership support for the SMART Program Coordinator and the work of the Lyon County SMART to develop and implement effective, victim-centered policies and procedures.
- Ensures the SMART Program Coordinator networks with the Minnesota Coalition Against Sexual Assault (MNCASA) and the Sexual Violence Justice Institute (SVJI) and other sites as able by participating in at least 6 site coordinator calls annually, responding to requests for information from MNCASA and/or the SVJI, participating in the on-line web community for site coordinators, attending in-person or web-based meetings as requested by MNCASA and/or the SVJI, share copies of materials produced with MNCASA and/or the SVJI.
- Ensures updates and reproduction of Lyon County SMART materials for agency personnel.
- Ensures the Lyon County SMART continues to follow the Protocol Development Cycle by working on one or more of the following stages throughout the year: Stage One: Assessing Needs, Stage Two: Making Change, and/or Stage Three: Determining Progress and Success.

## **3. Participates as a member of the NHCC Team:**

- Attends and participates in agency meetings, community meetings/events, in-service training, workshops, and classes to enhance skills related to services delivery to clients.
- Contributes to a positive work attitude by working cooperatively with others and conducting oneself as a team player.
- Performs related work/job duties as apparent or assigned.

### **OTHER RESPONSIBILITIES:**

Performs other duties and assumes additional responsibilities as directed by the Executive Director to ensure efficient operations.

### **PHYSICAL DEMAND AND WORK ENVIRONMENT:**

➤ The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

➤ While performing the duties of this job, the employee is frequently required to sit and talk or hear; use hands and fingers to handle, feel or operate objects, tools or controls; and reach with hands and arms. Employee is required to walk, climb stairs and lift at least 25 lbs. and be able to move about freely.

➤ Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level in the environment is usually quiet.

**As with all grant funded programs, employment with this program is contingent upon on-going grant funding that is available to compensate the employee.**

**This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.**