



JOB DESCRIPTION

**Job Title: Assistant Executive Director/
VP Operations**

Department: Administration

Supervisor: President / Executive Director

Effective Date: 1/1/2025

Schedule: FT, M-F, 8-5

FLSA Classification: Salary, Exempt

ABOUT HARMONY HOUSE

Harmony House provides shelter, advocacy, and education to domestic violence survivors. In addition to our emergency shelter, prevention education, and outreach programs, Harmony House partners with Springfield Police Department, Republic Police Department, and the Greene County Family Justice Center to support domestic violence victims as early as possible in multiple locations. We believe robust, wrap-around support services have the most impact on victims long-term, helping them to break free of domestic abuse.

JOB SUMMARY

Reporting to the Executive Director, the Assistant Executive Director will have overall operational responsibility for all direct service programs, including direct management of Shelter Operations Director, Community Outreach Coordinator, Outreach Victim Advocate Coordinator, and Prevention Education Coordinator. This position is also responsible for serving as a liaison to Springfield area first-responders and serving as the Harmony House representative on local and regional task forces addressing domestic violence.

DUTIES/RESPONSIBILITIES

- Provide inspiring and effective leadership to all direct service and prevention education teams by being actively involved in all programs and services and maintaining a deep and broad knowledge of Harmony House programs and services. Ensure that all areas operate consistently and ethically within MOCADSV service standards and the mission and values of Harmony House.
- Act as proxy for the Executive Director as needed in their absence.
- Collaborates with the Executive Director to sustain, promote, and grow departmental programs and services.
- Participates in strategic planning activities, including budget development, and presides over meetings as needed.
- Attend meetings of the Board of Directors and give staff support to the Community Engagement Committee.
- Assist, as necessary, with the grants process including pre-award and post-award activities.
- Provide leadership and direction to program staff in the identification of opportunities for Harmony House to enhance service delivery, take advantage of new opportunities, meet gaps in services and/or address organizational challenges.

- Provide leadership in the development and maintenance of policy and procedure manuals for all Harmony House departments and programs.
- Work in collaboration with the Shelter Operations Director to monitor program data and reporting. Makes recommendations to the Executive Director and Shelter Operations Director about new outcome measurements and implements those measures as appropriate.
- Serve as liaison to local first responders. Develop positive, collaborative relationships focused on educating first responders about trauma and trauma-informed approaches to crisis intervention and educating providers about State and Federal confidentiality laws.
- Serve as the Harmony House representative on task forces and collaborative initiatives focused on alleviating and responding to domestic violence in Southwest Missouri.
- Collaborate with Executive Director and others on legislative advocacy activities pertaining to mission-critical topics such as funding and victim services. May include travel to local, state, and/or federal legislative events.
- Identify gaps in community and regional services related to domestic violence and communicate opportunities for expanding community outreach service delivery to meet those identified gaps.
- Publicly represent Harmony House with external constituency groups including community, government, and private organizations and build excitement and passion for Harmony House's mission. Facilitate and coordinate public speaking opportunities.
- All other duties as may be assigned.

REQUIRED SKILLS AND ABILITIES

1. Excellent verbal and written communication skills. Comfortable with public speaking.
2. Proficient in Microsoft Office Suite or related software.
3. Extremely organized and meticulous with details.
4. Excellent project management skills and ability to prioritize work and resources.
5. Ability to meet deadlines.
6. Ability to proofread and edit information to ensure accuracy of data collected and distributed.
7. Must be able to multi-task, prioritize and work independently as well as part of a team.
8. Positive attitude and ability to be flexible.

EDUCATION AND EXPERIENCE

- Bachelor's degree in related field (human services, social work, non-profit studies, and communications).
- At least three to five years prior experience in non-profit administration, including staff or program management.
- Experience in domestic violence and/or victim services helpful.

SUPERVISORY RESPONSIBILITIES

- Community Outreach Coordinator
- Outreach Victim Advocate Coordinator
- Shelter Operations Director
- Prevention Education Coordinator

PHYSICAL REQUIREMENTS

- Performs bending, squatting, sorting, kneeling, and reaching to ground level and overhead as required for tasks as retrieving files.
- Regularly required to sit, stand, use hands/fingers/arms to perform repetitive movements
- Specific vision abilities required to include close vision, distance vision, color vision, hand eye coordination, and ability to focus
- Must be able to constantly move safely inside and outside of building
- Ability to communicate and exchange accurate information / ideas and respond quickly to sounds
- Ability to lift, grasp, carry, push, or pull up to 20 pounds.
- Ability to climb stairs while carrying objects up to 10 pounds in weight.
- Must be able to hold and grip objects.
- May be subject to sitting for long periods of time.
- Visual ability sufficient to operate a computer.

PERSONALITY CHARACTERISTICS

- **Conscientious:** carefully and thoroughly does their job, being very particular. Does not neglect any aspect of their job or do things carelessly. Takes pride in work.
- **Initiative:** self-motivated. Begins actions without having to be told to do so.
- **Organized:** arranges environment in a systematic manner to achieve objectives.
- **Stress Handler:** able to handle mental tensions, pressures, urgencies and important situations. Able to handle more than one important and urgent thing at a time.
- **Verbal/Nonverbal Communication:** expresses self in a positive manner and interchanges thoughts, information and feelings orally. Is considerate, courteous, respectful, and well-mannered.
- **Agreeableness:** has a great deal of interest in other people, feels empathy and concern for other people, enjoys helping and contributing to the happiness of other people, assists others who are in need of help.

OTHER

1. REQUIRED to provide proof of current/valid auto insurance coverage and updates shall be provided to Harmony House when personal auto insurance is renewed or changed.
2. MUST pass a criminal background check.
3. MUST pass a 5 panel drug test.

ACKNOWLEDGMENT

I have read this job description (or had it read to me) and I fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as described. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of the department or organization and if so I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or HR.

Employee Signature

Date