

Director of Services and Community Engagement - Job Description

Recognized as a distinguished and well respected nonprofit organization, Elizabeth Freeman Center (EFC) has been a lifeline for Berkshire County for nearly 50 years providing free and confidential services for survivors of domestic and sexual violence and their families. EFC has offices in North Adams, Great Barrington and Pittsfield, and a residential shelter. EFC staff also work out of the Pittsfield Police Department, the Adams Police Department, Berkshire County Kids' Place, Berkshire Pride, Probate and Family Court and the District Courts in Pittsfield, Great Barrington and North Adams. Each year EFC serves more than 4,000 adults and children, and provides violence prevention/sex education to almost 600 students and staff in county schools.

Position Overview:

The **Director of Services and Community Engagement** will play a key leadership role in advancing EFC's mission to support survivors of domestic violence and sexual assault. This role is a critical senior-level position, reporting to the Executive Director and sharing program oversight responsibilities with the Shelter Director and the Clinical Director. This role will be responsible for overseeing strategic program development, ensuring high-quality service delivery across all programs as well as grant compliance, and building strong community partnerships to enhance engagement, education, and advocacy efforts.

The ideal candidate will be a visionary leader with strong program management experience, expertise in strategic planning, a proven ability to manage multiple tasks under time constraints, and a passion for survivor-centered approaches to advocacy and services. This position requires the ability to exercise high ethical standards, express a respectful attitude towards all, and practice an inclusive and considerate attitude at all times.

Supervisor: Executive Director

Primary Responsibilities -

Strategic Leadership:

- Lead the development and implementation of long-term strategic goals for all EFC programs and community engagement initiatives
- Develop strategies for sustainable program growth to meet unmet needs, including exploring new partnerships
- Monitor program outcomes and key performance indicators to ensure quality, effectiveness, and alignment with strategic goals
- Stay current on best practices, current research and literature, and effective and appropriate responses to domestic violence/sexual assault.
- Be able to effectively work as team member and participate as a member of EFC's management team and attend all supervisory meetings with direct supervisor

Program Oversight and Development:

- Provide programmatic supervision to ensure quality implementation and administration of EFC programs consistent with agency standards
- Coordinate and facilitate regular meetings with staff to ensure that services are effectively delivered to victims of domestic violence/sexual assault

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- Devise systems of accountability that will ensure program compliance with grants/contractual obligations
- Develop and oversee program budgets working closely with the Executive Director
- Develop and refine policies and procedures for program operations and service delivery
- Implement and evaluate trauma-informed, survivor-centered best practices across all services
- Supervise the overall program operations
- Act as ‘keeper of records’ and as a Grievance officer for any client complaints

Staff Development and Supervision:

- Assist in the assessment of staff training needs and in the implementation of staff professional development programming. Ensure that staff have training and supervision consistent with standards defined in MGL ch. 233 §§20J and 20K
- Oversees all hiring, training, scheduling, supervision, evaluation and performance evaluations on all program staff
- Provide mentorship, supervision, and professional development opportunities to EFC staff
- Foster an inclusive and empowering team culture focused on respect, accountability, and collaboration

Community Engagement and Partnerships:

- Serve as a link to community and state wide organizations
- Build and maintain relationships with key community stakeholders, including service providers, government agencies, schools, healthcare institutions, and local businesses
- Represent the organization in coalitions, task forces, and community events focused on domestic violence and sexual assault
- Develop and oversee community engagement and education initiatives to raise awareness of services and survivor needs

Data and Evaluation:

- Oversee data collection and reporting systems to ensure compliance with funding requirements
- Analyze program data to assess effectiveness, identify trends, and inform program improvements
- Complete all other duties as assigned by the Executive Director

Qualifications:

- Bachelor’s degree required. Advanced degree in Social Work, Nonprofit Management, Public Health, or similar preferred. 5+ years experience in human services work, or victim advocacy agencies. 3+ years supervision experience
- Experience managing teams, budgets, and multiple programs simultaneously. This is a senior management position and all staff in this position must be able to manage a variety of tasks at the same time
- Demonstrated ability to cultivate and maintain a positive team environment. Ability to coach, support, and lead in a crisis-driven, fast-paced environment
- Knowledge of trauma-informed care, survivor-centered approaches, and social justice frameworks
- Excellent written and oral communication skills. Ability to read, analyze, and interpret program grants & data reports. Ability to effectively present information
- Excellent facilitation and conflict resolution skills and ability to exercise considerable independent judgment and skill
- Strong communication, public speaking, and advocacy skills
- Proficiency in program data management and reporting tools



24-hour Hotline 1-866-401-2425

free and confidential

Compensation and benefits:

This is a full-time, salaried, exempt position with a salary range of \$73,000-\$83,000, commensurate with experience and qualifications. EFC also offers a benefits package which includes health insurance (85% of employee premium paid by EFC, an FSA contribution and deductible reimbursement), dental, life and disability insurance, and significant paid time off three (increases to four after two years) weeks' vacation, 5 personal days, 14 paid holidays, and sick time. The Director of Services and Community Engagement is expected to be in-office during work hours except when attending in-person meetings and events.

Application Process and Additional Information

EFC is an equal opportunity employer and views diversity, inclusion, and belonging as vital guiding principles in its work. EFC welcomes and encourages applications from BIPOC and/or LGBTQ+ community members, persons with disabilities, and others who contribute to the diversity of the organization and reflect the diversity of the communities it serves.

To apply, please send cover letter and resume to Divya Chaturvedi at divyac@elizabethfreemancenter.org. Deadlines are rolling until position has been filled.

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Williamstown Community Chest