



GREATER NEW ORLEANS REGIONAL DIRECTOR JOB DESCRIPTION

Mission Statement: The mission of Sexual Trauma Awareness & Response™ (STAR®) is to support survivors of sexual trauma, improve systems response, and create social change to end sexual violence.

Position Description: The Greater New Orleans Regional Director oversees the New Orleans Branch. This position is responsible for all branch operations oversight, human resource management, strategic growth and development, as well as relationship-building and managing external relations. The ideal candidate for this position has experience in staff supervision and cultivation, project management, systems advocacy (e.g., schools, universities, legal, criminal justice, etc.), and grants and financial management.

This position requires exemplary interpersonal skills and communication skills. Regional Directors must be able to represent STAR professionally in the community with a mindset of diversity and inclusion. Relationship-building and engagement is an essential part of this position. In addition to external responsibilities, this position requires a high level of involvement with the operation of all services. This includes striving to meet the need for STAR's services among the community's most vulnerable and underserved populations, balancing the provision of needed services within a sustainable organizational structure, managing program budgets and grant deliverables, and conducting ongoing quality assurance to ensure that all services meet STAR standards of excellence. Goals are to be attained with a collaborative spirit and integrity, recognizing that the quality, reputation, and strategic vision of STAR are delegated to this position.

Reports to: Vice President

Classification: 40 hrs/wk, Full-Time/Exempt

Duties and Responsibilities:

1. Agency Leadership and Development

- Act consistently with agency mission, philosophy, core values and policies
- Model and reinforce organizational expectations when interacting with staff
- Participate in Leadership Team meetings and collaborate with other members of leadership at STAR, recognizing areas of regional overlap
- Provide branch updates at monthly staff meetings and Regional Council meetings
- Contribute to strategic planning process at branch and agency level as requested
- Monitor progress toward branch goals via quarterly check-ins with all branch staff, ensuring alignment with agency strategic plan and grant objectives
- Maintain regular communication with other branch directors to share best practices and lessons learned
- Carry out internal communications strategy to ensure that staff are informed of developments and upcoming changes

- ❑ Collaborate with Regional Council President to coordinate and prepare for council meetings and activities
- ❑ Liaise with Regional Council members to grow STAR's presence in the community
- ❑ Attend meetings with external partners and community members as requested
- ❑ Represent agency in various meetings, task forces, committees, and speaking engagements or identify staff members to represent STAR
- ❑ Interface with other agencies and network or resolve issues with input from supervisor
- ❑ Attend agency events as requested or appropriate

2. Operations & Office Management

- ❑ Administer the New Orleans-based services, programs and operations within budgetary provisions and limitations
- ❑ Act as the point of contact for all branch-based business vendors (e.g., Cox, Beau Box, General Informatics)
- ❑ Conduct supply inventory bi-monthly; maintain technology and supply inventory logs
- ❑ Order office supplies and approve purchases for other supplies, refreshments and food as needed for office functions
- ❑ Facilitate weekly staff briefings at branch
- ❑ Enforce personnel policies (e.g., dress code, work expectations) with branch program staff
- ❑ Manage all PTO requests, comp/flex time requests for branch program staff
- ❑ Manage all requests for travel, agency expenses
- ❑ Sign off on all branch program staff time logs and submit to Finance Manager
- ❑ With the support of the Advocacy Director, ensure office coverage at all times (including coverage on 24/7 hotline and hospital advocacy)

3. Staff Supervision and Support

- ❑ Supervise branch staff and interns/externs
- ❑ Hold self and staff accountable for fostering a positive work environment and providing a high standard of service to clients and community
- ❑ Provide regular coaching to branch team leads to support skill development
- ❑ Carry out progressive discipline and corrective action as needed
- ❑ Conduct regular 1-1 meetings with branch team leads (at least 1x/month)
- ❑ Conduct regular informal check-ins with all branch staff
- ❑ Facilitate weekly staff briefings
- ❑ Facilitate weekly branch management meetings
- ❑ Support branch staff in issue-spotting and problem-solving
- ❑ Respond to staff questions and concerns and ensure support for staff when unavailable
- ❑ Review formal and informal feedback from clients and community partners to ensure satisfaction with services.
- ❑ Conduct quality assurance checks to ensure accurate and appropriate data collection
- ❑ Resolve concerns and grievances of clients and community partners
- ❑ Oversee recruitment, interviewing and hiring of branch staff
- ❑ Oversee orientation and training for new branch staff

- ❑ Ensure annual performance reviews are conducted with all branch staff
- ❑ Contribute to the recruitment, recognition, retention and training of staff, volunteers & interns/externs, and develop opportunities for their increased involvement with STAR

4. Fiscal Management and Fundraising

- ❑ Assist the President & CEO and the Development Director in the expansion of a comprehensive fund development program, including grant writing, donor and membership/solicitation/cultivation/retention, major gift campaigns, grant management activities, and identification of new sources of public and private support.
- ❑ Participate in budgetary meetings
- ❑ Develop objectives for grant applications, and ensure achievement of these objectives
- ❑ Seek and submit grant opportunities to support STAR NOLA
- ❑ Ensure that all proposals, grant applications, and reports are submitted in a timely manner
- ❑ Coordinate efforts of other program staff to ensure that all documentation complies with parish, state and federal regulations
- ❑ With support of the Development Director, coordinate all awareness and fundraising events for branch (e.g., SAAM, Take Back the Night, Hunks in Heels, Champions of Change Breakfast)
- ❑ Work with the Development Director to manage relationships with branch-based donors

5. External Affairs

- ❑ Attend community and state forums as needed
- ❑ Actively pursue, represent the agency, and participate in speaking engagements
- ❑ Interface with other agencies and network or resolve issues
- ❑ Support agency events through attendance as appropriate
- ❑ Interface with the media

6. Individual and Systems-Level Advocacy

- ❑ Build, cultivate, and maintain relationships with partner agencies in the Greater New Orleans Area
- ❑ Assist in identifying, training, and utilizing volunteers to maximize agency coverage
- ❑ Provide advocacy for survivors of sexual trauma at the individual and system level
- ❑ Perform other duties as assigned by supervisor

Qualifications

- ❑ Bachelor's degree in relevant legal, business or social services area; Master's preferred
- ❑ Three year minimum experience in human resource and/or project management
- ❑ Demonstrated skills in budgeting, fiscal management, grant writing, fund raising, donor solicitation and program management and development
- ❑ Must be able to travel throughout Louisiana as needed

- ❑ Must consent to and successfully complete a full background investigation, which includes a criminal history check and finger printing
- ❑ Must have completed, or will complete in the first year of employment, a mandatory 40 hours of sexual violence training; plus 20 hours of continuing education/training annually
- ❑ Ability to communicate effectively in both written and verbal form required
- ❑ Ability to work independently with limited supervision required
- ❑ A valid driver's license and a working, insured vehicle required at the time of appointment
- ❑ Strong oral communication skills required to effectively communicate with a broad range of individuals
- ❑ Strong written communications skills required to maintain quality documentation
- ❑ Must display professionalism with clients and co-workers
- ❑ Ethical behavior and respect for confidentiality
- ❑ Must have the ability to communicate effectively, problem solve, and work well with people from diverse backgrounds
- ❑ Must be able to identify and respond to shifting priorities
- ❑ Must have the ability to handle multiple tasks simultaneously and have excellent organizational skills
- ❑ Must have the ability to lift up to 25 pounds and perform general cleaning duties
- ❑ Must have knowledge of:
 - Operations, services, and activities of a victim advocacy program
 - Effective interviewing, listening, and crisis intervention skills
 - Community resources and the availability of those resources
 - Case management principles and practices
 - Principals and procedures for grant related record keeping
 - Methods of research, case analysis, and management
 - Principals and characteristics of victims of crime
 - Terms and acronyms commonly used in assigned functions
 - Modern office procedures, methods, and technological equipment
 - Pertinent Federal, State, and local laws pertaining to area of assignment
 - English usage, spelling, grammar, and punctuation

Work Hours: Monday through Friday, 8:30 am – 5:00 pm; some evenings and weekends expected.

Salary and Benefits: Base salary range for this position is \$45,020-\$51,670, depending on education, knowledge, and experience. Benefits will include: medical, dental and vision insurance, and mileage reimbursement for work-related travel.

How to Apply: To apply for this position, please submit an [online application](#).

NO PHONE CALLS PLEASE.

STAR is an Equal Opportunity Employer.