



AFSSA
ASIAN FAMILY SUPPORT SERVICES OF AUSTIN

Asian Family Support Services of Austin: Program Manager—*Full-Time*

Started in 1992, *Asian Family Support Services of Austin* is a non-profit organization that helps and empowers Asian survivors of domestic violence, sexual violence and sex trafficking, improves their access to services and increases community awareness of various forms of gender-based violence and oppression.

Position Summary:

The Program Manager position will be responsible for the management, implementation of objectives, leadership and guidance of the Community Education and Outreach Program and the Language Access Program. The Program Manager provides overall direction and management of both programs and must operate with great latitude for independent judgment and initiative. *This position reports directly to the Executive Director.*

Community Education and Outreach

This program raises awareness of issues related to domestic and sexual violence, educating local area API communities about available intervention and prevention services and collaborating with traditional service providers with the broader vision of changing societal norms and attitudes that would lead to ending domestic and sexual violence.

Essential Duties Include:

- Management of a team of community education and outreach program associates to develop curriculum, implement outreach projects and coordinate program deliverables.
- Develop tailored and culturally appropriate curriculum, presentations and outreach projects to different Asian communities about domestic and sexual violence.
- Assess program material needs and develop and/or update brochures, handouts, and other educational material and coordinate their translation into Asian languages
- Conduct awareness campaigns, such as Domestic Violence Awareness Month in October and Sexual Assault Awareness Month in April
- Build allies within Asian community organizations and businesses for effective outreach
- Develop trainings about the barriers faced by Asian survivors for the legal community, law enforcement and other service providers
- Work on collaborative projects with ally service providers
- Provide personnel management, supervision and guidance to community education staff

Language Access Program

The Language Access Program is an innovative program to help bridge the language barriers that survivors face when accessing social services. Language Advocates (LA) are recruited from small and emerging populations to become cultural bridges between community members and AFSSA's services. These individuals provide interpretation, advocacy and community education. This position co-manages the Language Access Program with the Special Projects Director.

Essential Duties Include:

- Conduct a formalized language needs assessment of the agency and other service providers



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- Implement a recruitment plan for Language Advocates and volunteer interpreters through ethnic community organizations, ethnic businesses and ethnic media
- Coordinate Language Advocate assignments and monitor performance
- Provide supervision, guidance and evaluation of Language Advocate
- Work with Direct Service and Community Education staff in development and implementation of trainings for Language Advocates and volunteer interpreters
- Coordinate with staff members in the integration of LA's to ensure Direct Services and Community Education program goals are met
- Develop curriculum and trainings around best practices when working with Limited English Proficient victims of domestic violence or sexual violence
- Attend agency meetings as required including staff meetings and weekly community education meetings
- Prepare and compile reports to the Executive Director on a regular basis
- Adhere to all agency protocols and policies

Knowledge, Skills, and Ability:

- Strong public speaking skills including excellent written and oral communication skills
- Strong knowledge of immigrant cultures, respect for all cultures, and ability to interact with diverse groups of people
- Strong knowledge of issues related to domestic and sexual violence affecting immigrant and refugee communities
- Strong familiarity with one or more Asian languages
- Demonstrated project management skills
- Organization skills, problem solving skills, creativity, and flexibility
- Ability to prioritize and handle multiple tasks effectively
- Must have own transportation to travel frequently within the metropolitan area
- Proficiency in Microsoft Office software and the use of the Internet
- Must be flexible to work some evenings and weekends

Education, Training, and Experience:

- Bachelor's degree in Social Work, or Adult Education, or other closely related fields
- Experience in nonprofit sector
- Must have employee supervision experience

Specifications:

- Full-time position that is 40 hours per week, including some evenings and weekend commitments
- Salary range \$33,000-\$36,000
- U.S. work permit required

Please send resumes to P.O. BOX 14234, Austin, TX 78761 or email to info@afssaustin.org.
NO PHONE INQUIRIES.

AFSSA is an equal opportunity employer and does not discriminate on the basis of age, sex, race, language, ethnicity, religion, status as someone with a disability, national origin, gender, gender expression, gender identity, marital status, sexual orientation, or status as a veteran.



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