The **Deputy Director** is primarily responsible for general operations of the agency, overall staff support as well as interdepartmental programs and services. The Deputy Director is a member of the agency’s management team and serves as the designee for the Executive Director as required. HopeWorks’ staff, board and volunteers are invested and engaged in altering the systems and imbalances of power that maintain the status quo - including racism, poverty, and gendered violence. The successful candidate will have an understanding of the root causes of sexual and intimate partner violence.

**Minimum Qualifications:**
- Bachelor’s degree (masters preferred) in a related field with three to five years management experience that includes program supervision, operations, human resources, and financial management.
- Previous shelter, family violence or sexual assault experience (preferred)
- Demonstrated experience in marketing and interagency collaboration
- Substantial experience supervising staff
- Strong organizational and program management skills
- Excellent verbal and written communication and interpersonal skills
- Passionate about the mission and philosophy of HopeWorks
- Team oriented and believes in a strengths-based approach to providing trauma-informed services
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and other computer software

**Essential Duties and Responsibilities:**

**OPERATIONS**
- Cultivate and support nurturing work environment by prioritizing needs of staff and ensuring positive interactions and relationships with agency clients and community partners
- Serve as designee for the Executive Director
- Support and advise Executive Director in decision making
- Oversee HopeWorks infrastructure, including computers, equipment, electronic information, website and security in coordination with the Office Manager and information technology advisors.
- Coordinate staff and other internal meetings and communications
- Assist with development and communications strategies including community events, fundraisers, and outreach
- Support advancement of racial equity and social justice initiatives and transformation of agency’s policies and practices

**HUMAN RESOURCES**
- Manage and oversee the human resource function for the agency including:
  - Recruitment, hiring, and compensation
  - Benefits administration and oversight as well as payroll management and processing
  - Professional training and development, including new employee orientation
  - Retention and on-boarding strategies
  - Regulatory oversight and legal compliance
  - Performance appraisal and recognition process
- Maintain and enforce all policies, procedures, and regulations including maintenance of agency policy and procedure manual
MANAGEMENT

- Promote a positive work atmosphere by communicating and organizing in a manner that encourages positive interactions with the community, board, clients and staff.
- Maintain and enforce all policies, procedures and regulations including maintenance of the agency policy and procedure manual.
- Provide on-going supervision and daily staff support in coordination with Executive Director
- Other appropriate duties as assigned.

Competencies:
An individual should demonstrate the following competencies to perform the essential functions of this position.

<table>
<thead>
<tr>
<th>Competency</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem Solving</td>
<td>Identifies and resolves problems in a timely manner as well as skillfully gathers and analyzes information.</td>
</tr>
<tr>
<td>Communication: Oral and Written</td>
<td>Effectively transfers thoughts and expresses ideas orally or in writing in individual or group situations. Speaks comfortably with a diverse array of individuals and groups.</td>
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<tr>
<td>Judgment</td>
<td>Displays willingness to make decisions; exhibits sound and accurate judgment; and makes timely decisions.</td>
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<tr>
<td>Crisis Intervention</td>
<td>Responds appropriately to a client in crisis. Uses a variety of methods to offer short term, immediate help to individuals who have experienced an event that produces mental, physical, emotional or behavioral distress.</td>
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<tr>
<td>Crisis Management</td>
<td>Makes sound and timely decisions under pressure. Recognizes what is most suitable in particular situation. Effectively makes decisions in non-standard situations. Exhibits independence, decisiveness, and responsibility. Clearly and persuasively communicates decisions and orders to avert crises.</td>
</tr>
<tr>
<td>Planning and Organization</td>
<td>Prioritizes and plans work activities; uses time efficiently; and develops realistic action plans.</td>
</tr>
<tr>
<td>Professionalism</td>
<td>Thinks carefully about the likely effects on others of one's words, actions, appearance, and mode of behavior. Selects the words or actions most likely to have the desired effect on the individual or group in question.</td>
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<tr>
<td>Safety and Security</td>
<td>Observes safety and security procedures, and uses equipment and materials properly.</td>
</tr>
<tr>
<td>Diversity</td>
<td>Supports and promotes an environment that appreciates and holds opportunities for all, regardless of race, religion, nation of origin, culture, gender identity or expression, sexual orientation, physical or mental ability, weight, health status, age or other diversity factors.</td>
</tr>
<tr>
<td>Physical Demands</td>
<td>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. 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 stand, sit, walk, communicate and hear. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.</td>
</tr>
</tbody>
</table>

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.
Apply: Applicants must submit a letter of interest and complete resume to:

Jennifer Pollitt Hill, Executive Director
HopeWorks of Howard County
9770 Patuxent Woods Drive, Suite 300
Columbia, MD 21046
E-mail: jpollitthill@wearehopeworks.org
Fax: 410-997-1397
NO phone calls

Resumes submitted without a letter of interest will not be reviewed. The review of applications will begin immediately and continue until the position is filled. Due to the high volume of applications we receive, we will only respond to applicants whose candidacy is being considered.