



Position Title:	Community-Based Programs Manager
Reports To:	Program Director
Department:	Programs and Services
Status:	NON-EXEMPT – HOURLY
Schedule:	40 hours per week; Monday – Friday, including occasional evenings and weekends. Specific schedule has flexibility but is dependent on departmental needs and will be agreed upon with your supervisor. Hours to be completed primarily on-site at Raphael House’s confidential location.
Salary Range:	\$31.42 - \$35.12 per hour, depending on experience; (above \$33.64 per hour reserved for those who exceed Qualification criteria for position); additional \$.50 per hour offered if bilingual in English and Spanish. <i>Hiring wage is determined using a standardized process that considers employment and lived experience, applicable knowledge and skills, training, and education. Staff are paid twice monthly.</i>
Benefits:	Raphael House offers a full range of benefits including 100% employer-paid health, dental, vision, long-term disability, and life insurance; FSA (Flexible Spending Account) with \$500 annual Employer contribution; generous time off (with first year accrual totaling up to 30 days); retirement plan contribution match of 3%; an Employee Assistance Program with robust supportive



resources; and extensive professional development opportunities.

Position Summary:

Under the supervision of the Program Director, this position will oversee and support the Domestic Violence Recovery Mentor (DVRM) and Domestic Violence Health Care programs at Raphael House.

Application Deadline: Open until filled.

Applications will be reviewed and interviews scheduled as submissions are received. Early application is encouraged. *Cover letter, resume, and completed Raphael House employment application form must all be received in order to be considered.*

There is also no such thing as the perfect candidate, so please apply even if you don't meet all the requirements. Just use your application materials to share the transferrable skills, experiences, and qualities you bring to the table!

About Raphael House:

Since 1977, Raphael House of Portland has helped survivors of domestic violence and their families find the safety, hope, and independence they deserve. We proudly provide family-centered, culturally responsive, and gender-inclusive services to a diverse community of more than 2,000 survivors annually. Our confidential emergency shelter is open and staffed year-round, 24 hours a day and our myriad wraparound programs continue supporting families every step of the way as they go on to build safe futures free from abuse. We couple these direct services with a Prevention Education program that teaches thousands of teens each year about equitable relationships and consent—with the goal of stopping domestic violence before it starts.

You'll love working with us because:

- Our employees have voted Raphael House one of the 100 Best Nonprofits to Work for in Oregon 7 times! In 2021 and 2023, we placed in the top 15th amongst medium-sized agencies. We were also named one of the best Green Workplaces in 2019, 2021, and 2024.



- [Diversity, equity, inclusion, and accessibility are a priority here.](#)
We're committed to the ongoing work of sustaining an environment where everyone at Raphael House – staff, volunteers, and survivors – feels safe, empowered, and can thrive.
 - We are always learning and changing. Your ideas on how to make Raphael House a better place for survivors and staff really matter. Plus, we offer lots of ongoing training opportunities and each employee has an annual training stipend.
 - We value self-care and taking breaks. In addition to generous paid time-off, we have a Wellness Committee dedicated to supporting staff, and so much more.
 - We are a family- and community-centered organization and prioritize supporting staff with work life balance. We also have a culture of gratitude, where your hard work is appreciated!
 - You receive gift cards to celebrate both your birthday and work anniversary each year.
- You get to take part in life-changing and life-saving work and help create a world without violence!

Essential Responsibilities:

- Oversees and ensures overall functioning of the Health Care and Domestic Violence Recovery Mentor programs, keeping abreast of best practice and with an eye for continued growth.
- Hires, trains, supervises, and supports the Domestic Violence Recovery Mentor Program Mentors and Health Care Advocate, taking into account the unique nature of these roles and programs. Provides ongoing feedback and support with performance and program goals.
- Cultivates, builds, and maintains strong and collaborative community partnerships. Achieves this through outreach, relationship building, and active participation in collaborative meetings with essential stakeholders including OHSU Richmond Clinic, OHA, BHRN partners, FIT collaborative, and other referral provider resources.
- Responsible for representing Raphael House's mission and values as a leader within the agency and in the community. With



diplomacy and professional standards, collaborates with community partners.

- Provides agency leadership, contributing to a team approach of mutual support, positivity, and awareness of the complexity of working in the fields of domestic violence and health care, and regarding the co-occurrence of addiction and recovery.
- Works collaboratively as a part of the Management team to provide streamlined services.
- Helps to lead agency-wide DEIJ efforts with a focus on supervisory supports critical to supporting staff and survivors of diverse identities and experiences.
- In collaboration with the Program Director, develops policies and procedures to provide consistency and equitable access to services.
- Ensures adherence to the policies and procedures of Raphael House programs, along with the integration of partner policies and procedures as appropriate.
- Advises community partners regarding confidentiality regulations and requirements, advocate privilege while navigating other organizations policies with survivor safety in mind.
- Manages the collection of data for Federal, State, and other appropriate funding sources.
- Ensures grant and funding compliance by maintaining records of service provision, providing necessary statistics and preparing reports as required.
- Manages funds for client assistance dollars including budgeting for the different funding streams.
- Meets regularly with program teams for participant file reviews, case consultation, and supervision.
- Attends and participates in All Staff and Manager meetings.
- Participates in second backup rotation, in collaboration with other Program Managers, Coordinators, and Program Director.
- Other duties as assigned.



Supervisory Responsibilities: This position supervises the DVRM team (currently 3.0 FTE) and Domestic Violence Health Care Advocate (currently 1.0 FTE).

What we ask of all candidates and team members:

- A passion for Raphael House of Portland's mission and values. You want to build a future free from violence and oppression!
- An existing understanding of – and/or a desire to learn more about - the root causes of domestic and sexual violence, and how injustices intersect based on race, gender identity, sexual orientation, and ability.
- The desire and ability to promote an anti-racist, inclusive, and culturally diverse and responsive environment.
- The ability to relate respectfully with people of diverse backgrounds and ages, and to utilize equitable and trauma informed practices.
- Ability to maintain the confidentiality of our location and survivors.
- Interest in working with adults and children who are survivors of domestic violence and have experienced trauma.
- Excellent and respectful interpersonal, verbal, and written communication and organizational skills.
- Flexible and able to prioritize multiple tasks and deadlines.
- Ability to work independently and collaboratively with others.
- Ability to use mature judgement in decision-making or conflict resolution with adults and children and in dealing with uncomfortable situations and conversations.
- Ability to maintain a calm and positive demeanor under stress and in our community living environment.
- Legal authorization to work in the United States.

Competencies Required:

- Knowledge of trauma-informed care, domestic violence, addiction and recovery, basic healthcare systems, secondary trauma, and how these issues affect each other.



- Ability to multi-task, exercise good judgment, and stay calm in crisis situations and in a fast-paced environment.
- Ability to use mature judgement in decision-making or conflict resolution with adults and children and in dealing with uncomfortable situations and conversations.
- Ability to work independently, delegate effectively, and follow up with assigned tasks.
- Ability to use Microsoft Office Suite (specifically Word, Excel, and Outlook), the Internet, and learn new technology as needed.

Qualifications:

- Bachelor's degree in social work, public health, education, or related field OR equivalent work experience, lived experience, or education.
- Prior leadership, program management, and supervisory experience.
- Lived experience as a survivor of interpersonal violence, addiction and/or trafficking highly valued.
- Bilingual/bicultural highly preferred. *Additional \$.50 per hour offered for bilingual English-Spanish speakers.*
- Expertise or working knowledge of domestic violence, addiction and recovery, and health care.
- Experience and proficiency with public speaking and training, and the ability to field impromptu questions.
- Comfort and background working with multidisciplinary systems and collaborations.
- Completion of 40-hour domestic and sexual violence advocacy training within the past five years, equivalent to be approved by the Executive Director, OR expectation that training will be completed within first month of employment (provided internally).
- Ability to read, write, and understand English.
- The ability to drive or commute throughout the Portland metro area and beyond to fulfill job responsibilities.



- Ability to lift up to 40 pounds consistently and be active with young children as needed.
- Occasionally available on evenings and weekends.

Work Environment:

This position will work in a traditional but fast-paced setting. Candidate must be able to work under deadlines and stress-inducing conditions. Must be able to move throughout our building, partner agency locations, and other sites and lift up to 40 pounds consistently. A domestic violence agency and health care environment can potentially shift from stable to highly-charged and all employees must remain flexible, calm, and creative.

To apply:

Please submit a cover letter, resume, and completed employment application form (found on our website at the link below) to Lindsey Vold, at Lvold@raphaelhouse.com or mail to 4110 SE Hawthorne Blvd. #503 Portland, OR 97214. **This position is open until filled.** *No phone calls please, except to request a reasonable accommodation for a disability at (503) 243-5128.*

Download our employment application form from our website at <https://raphaelhouse.com/employment-opportunities/>.

Cover letter, resume, and completed Raphael House employment application form must all be received in order to be considered. If any of the three application materials are missing or incomplete, your submission will not be considered.

Raphael House of Portland is an Equal Opportunity Employer

Did you notice our font is large? This is done for accessibility purposes; it is recommended to use at least 14pt font size.

