JOB DESCRIPTION

JOB TITLE: Program Specialist, Policy & Research Team

STATUS: Exempt, Full-time

REPORTS TO: Director of Safe Housing Practices & Initiatives

SUPERVISES: N/A

APPROVED By: Chief Executive Officer DATE APPROVED: November 2019

SUMMARY

The mission of the National Resource Center on Domestic Violence is to strengthen and transform efforts to end domestic violence. NRCDV works in close partnership with allied organizations committed to gender, racial, economic and social justice.

The Program Specialist will play a key role in supporting the Vice-President of Strategic Partnerships & Systems Change, the Director of Safe Housing Practices and Initiatives and the Director of Policy on the programmatic work and the day-to-day operations of the Policy & Research team.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Work in close collaboration with the Director of Safe Housing Practices & Initiatives and support the overall work of the Safe Housing Capacity Building Resource Center, including ongoing coordination and communication with technical assistance partners.
   - Serve as key point of contact in data gathering for regular reporting;
   - Assist with the coordination of meetings, regular check-ins and other activities to support the work of the Technical Assistance Team;
   - Assist with notetaking and scheduling as necessary.

2. Provide coordination and maintenance of the Safe Housing Partnerships website ensuring its accessibility and functionality.
   - Assist in the compilation of information for regular activity reports, including the analysis of website usage statistics, social media activity, and other related feedback;
• Support the development, approval and posting of web based resources;
• Update website materials as appropriate.

3. Support the National Alliance for Safe Housing (NASH), a key partner of NRCDV within the Safe Housing Technical Assistance Team:
• Serve as key point of contact between NRCDV and NASH in supporting the ongoing work of the Technical Assistance Team;
• Actively support NRCDV and NASH in the development of joint materials;
• Assist NASH and NRCDV with data collection, meeting planning and facilitation as necessary;
• Other relevant activities.

4. Work in close collaboration with the Director of Policy to assist the team in identifying and analyzing research and policy related to key public policy issues at the intersection of gender based violence and family policy, poverty, public benefits, housing and economic security and other issues impacting survivors and their families, with particular attention to communities of color, LGBTQ survivors, immigrants, persons with disabilities, survivors with criminal histories, and other marginalized groups.

5. Provide administrative support to the Policy Research Team including but not limited to:
• Support the work of the Policy & Research Team including calendar management, scheduling, notetaking, and meeting coordination for in person, video and/or conference calls meetings.
• Support the development and update presentations, reports, factsheets, and correspondence.
• Collect team updates for time period reporting.
• Organize online files on team management software.

6. Represent the NRCDV externally as needed including assisting with participation in coalitions, conferences, task forces, partner meetings, briefings, etc.

OTHER DUTIES

• Actively engage in ongoing anti-racism and anti-oppression trainings and discussions and apply these approaches/analyses to ongoing activities related to this position
• Other duties as assigned by the Policy Research Team
• Update the project management tools accurately and consistently and providing necessary project status reports
• As a member of the Policy Research Team, participate in staff meetings and other workgroups to facilitate the work of the team.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
Education and Experience
1. Strong background or familiarity with the gender-based violence movement or other movements for social change;
2. Experience and interest in program coordination, policy work and issues impacting survivors living on the margins.
3. Any equivalent combination of education, internships or apprenticeships, and work experience.

Communication Skills
1. Excellent writing, editing, and verbal communications skills, including and understanding of optimize writing for digital and social engagement.
2. Demonstrates empathy, patience, advocacy and conflict resolution.
3. Ability to prepare clear, accurate and concise reports.

Computer Skills
1. Demonstrated knowledge and understanding of social media platforms, their respective participants (Facebook, Twitter, Instagram, YouTube, etc.) and how each platform can be deployed in different scenarios.
2. Maintains a working knowledge of principles of SEO including keyword research and Google Analytics.
3. Proficiency with Microsoft Office and demonstrated expertise using content management software/systems;
4. Demonstrated skills in office systems and equipment and a willingness to learn additional electronic technologies.

Project Management Skills
Demonstrated program development and project management skills, including the ability to work independently and across teams. Demonstrated skills in office systems and equipment and willingness to learn.

Administrative Skills
Strong organizational skills. Considerable attention to detail, ability to manage multiple projects simultaneously and meet deadlines, advanced proofreading skills and accurate data entry. Ability to create and format written documents, letters, meeting notes and reports with little or no oversight.

Language Ability
Ability to read and interpret documents. Ability to write routine reports and correspondence.

Math Ability
Ability to read, interpret, organize, and analyze data related to website usage and online engagement by calculating percentages, trends over time, volume, reach, and related functions.
**Reasoning Ability**
Demonstrated understanding of process for critical thinking to promote effective communications strategies. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, verbal, diagram, or schedule form.

**Other Skills, Abilities and Behaviors**
To perform the job successfully, an individual should demonstrate the following:

**Teamwork** – Collaborates and communicates within and across teams, enabling workflow and positive partnerships.

**Personal Accountability** – Drives toward results while taking personal responsibility for actions and professional interactions.

**Continuous Improvement** – Develops strategies for continuous improvement and protects against avoidable mistakes.

**Ethics & Integrity** - Treats others with respect and consideration regardless of status or position; Approaches situations with diplomacy, tact and discretion; inspires the trust of others; Reacts well under pressure.

**Judgment** - Exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

**Dependability** - Follows instructions, responds to management direction; takes responsibility for own actions; Keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

**Adaptability** - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

**Equity & Inclusion** - Celebrates and shows respect and sensitivity for cultural differences. Open to ongoing learning about other cultures, values and beliefs.

**Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

**Fiscal Responsibility** - Works within approved budget; conserves organizational resources.

**Attendance/Punctuality** - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
PHYSICAL DEMANDS
The physical demands described above 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 regularly required to communicate with others, move and sit frequently. The employee may also be required to lift or move objects of up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENTS
The noise level in the work environment is usually quiet, but with regular interruptions at times.

TRAVEL REQUIREMENTS
Occasional travel between NRCDV Offices in Harrisburg and Washington DC required, as well as occasional national travel.