



## SYSTEMS RESPONSE MANAGER

**About the agency.** Women's Center & Shelter of Greater Pittsburgh (WC&S) is a comprehensive domestic violence program annually serving over 7,700 adult and child survivors of domestic violence & facilitating an intervention program to nearly 300 people who are abusive. We are advocates, grounded in fostering a community of safety, healing, and empowerment for anyone affected by domestic violence. Our mission is to strengthen our ability to meet the individual and evolving needs of those affected by domestic violence by investing in the growth of our people, deepening community engagement, and amplifying the voices of all survivors. All staff learn about and support the organization's mission, vision, and values of Safety, Uplifting Others, Compassion, Courage, Equity, Survivor-Centered Advocacy, and Stewardship (SUCCESS).

**About the role.** As a Systems Response Manager, you will manage and oversee WC&S' multi-departmental crisis/case management system for clients experiencing intimate partner violence (IPV) who are in potentially and imminently lethal situations. You will also coordinate WC&S victim services and work with external partners to address client safety needs and concerns. Additionally, you will support IPV clients who have indicated need for systems advocacy due to undesired/negative experiences with various systems (e.g., courts, law enforcement, employers, landlords, etc.) to improve overall response.

This role provides you with the opportunity to showcase your crisis management, coordination, and systems advocacy skills, and the ability to contribute to the organization's mission in a variety of ways. The successful candidate will have excellent communication and conflict management skills, experience with legal and systems advocacy (including familiarity with civil/criminal court and how law enforcement operates), as well as a minimum of five years of crisis intervention experience. If you are comfortable effectively handling stressful and unpredictable emergencies and crises and are passionate about working with populations experiencing intimate partner violence, we are eager to hear from you. WC&S will offer you an environment that provides endless opportunities to advance your knowledge, skills, and abilities.

### Here's what you will do:

- Manage the internal WC&S emergency, multi-departmental, case management system for clients identified as being in a potentially and imminently lethal situation
  - Coordinate a red-flag case management meeting to all relevant WC&S departments to create a client-specific plan of action to address the client's ongoing safety; continue to lead or participate in interdepartmental case management meetings within or outside of WC&S, as needed
  - Provide crisis intervention to clients, including, but not limited to, finding emergency shelter, security equipment, and information about jail release notification and bail; provide, coordinate, and support case management of high-danger clients, including with other WC&S departments
  - Work with external partners for intervention, as necessary
- Create, maintain, and follow prespecified work formalizing the high-danger survivor case management system



- Maintain a positive and professional relationship with external partners in law enforcement, criminal justice systems, the courts, and social services agencies
- Actively participate in WC&S committees, including but not limited to, Compassionate Response Team, internal fatality and near-fatality reviews, and Equity & Action Collaborative
- Work on client-related systems issues to improve a survivor's experience with WC&S and external partners
- Participate in systems advocacy, projects, and collaborations to improve the justice system response to all victims of intimate partner violence
- Actively contribute to agency policy development and implementation and represent WC&S in internal and external projects and activities
- This position requires being available Monday through Friday during normal business hours, with evenings and weekends as needed
- Perform other duties as assigned by supervisor

**Here's what we are looking for:**

- Bachelor's degree in social services, criminal justice, or related field required; Master's degree preferred; (candidates with a combination of education, experience, and skills that uniquely qualifies the individual to perform the duties of the position will be considered)
- At least five (5) years of experience with crisis intervention required
- Capable of dealing with and identifying red flags, dealing with crisis in a level-headed fashion as they arise, and working with clients post-problems or crisis to ensure ongoing safety
- Understanding of the criminal justice system and civil Protection from Abuse system required
- Excellent presentation, written, and interpersonal communication skills in a team environment
- Excellent communication and conflict management skills with a demonstrated ability to facilitate healthy, trauma-informed communication in a fast-paced professional environment
- A demonstration of the understanding of abusive family dynamics, including intimate partner violence, cycle of abuse, power and control dynamics, cultural diversity issues and child abuse and neglect
- Ability to understand and adhere to strict confidentiality and safety procedures
- Strong command of general technology, including, but not limited to, Microsoft Office Suite is required; familiarity and understanding of information technology, including Salesforce, Tableau, and Teams strongly preferred
- Desire to work in an organization committed to diversity, equity, and inclusion (DEI) as part of its values. Desire to understand how DEI may impact a survivor's services and experiences with external stakeholders
- Flexibility to adapt to changing demands and priorities
- Act 33/34 and FBI Clearances required



**About the benefits.** WC&S offers a comprehensive and competitive benefits package, including generous paid time off; health, vision, and dental insurance; short-term and long-term disability coverage; group life insurance; retirement plan with employer matching; Flexible Spending Account; Employee Assistance Program; Headspace meditation and mindfulness app subscription; Access Perks membership; paid training and professional development opportunities; and is a Public Service [Student] Loan Forgiveness (PSLF) eligible employer.

WC&S is an equal opportunity employer and is committed to ensuring that both applicants and employees are treated without discrimination on the basis of race, color, gender identity expression, national origin, age, religion, disability status, sexual orientation/identity, citizenship status, veteran status, marital status, or any other protected characteristic. We are committed to providing an inclusive and welcoming environment for all.

**TO APPLY:**

To ensure consideration for an interview, please send a resume and cover letter via email with the subject line "**Systems Response Manager**" to [careers@wcpittsburgh.org](mailto:careers@wcpittsburgh.org).