



FIRST STEPS TO HEAL INCORPORATED

“Taking a Stand Against Domestic Violence”

480 Bedford Rd., Suite 3201, Chappaqua, NY 10514

www.FirstStepsToHeal.org ♥ Contact@FirstStepsToHeal.org ♥ 914-373-2488

Deputy Director

Position Summary

First Steps To Heal (FSTH) is seeking an experienced and highly organized Deputy Director (DD) to serve as a senior member of the organization's leadership team and work directly under the Executive Director (ED).

The DD will assist the ED with day-to-day leadership of program operations and provide federal grant implementation and compliance, staff development, volunteer management, performance monitoring, and quality assurance. A significant purpose of this position is to strengthen FSTH's internal capacity as the organization expands its federally funded programs and services for survivors of domestic violence and their dependent children.

The DD will assist the Executive Director with implementation and oversight of FSTH's federal awards, including its FVPSA-funded services, ACF/OFVPS Culturally Responsive Survivor Services project, HUD Continuum of Care programs if awarded, and other governmental grants assigned to the position.

The successful candidate will be capable of independently translating grant requirements, approved applications, budgets, policies, regulations, and funder guidance into organized operational systems. The DD is expected to identify what needs to be accomplished, coordinate implementation, monitor progress, resolve routine operational issues, and elevate significant compliance, fiscal, personnel, or strategic matters to the Executive Director.

*Background Check Required.

Responsibilities

Federal Grant Administration & Compliance

- ❖ Oversee day-to-day implementation of assigned federal awards and ensure program activities remain consistent with approved applications, budgets, award conditions, performance expectations, and applicable requirements.
- ❖ Maintain grant implementation calendars, reporting schedules, deliverables, monitoring requirements, performance measures, and supporting documentation.

- ❖ Coordinate with the Executive Director, program staff, contractors, partners, and other responsible parties to ensure programmatic and fiscal activities remain aligned.
- ❖ Prepare or coordinate programmatic information needed for federal, state, county, and other funder reports for Executive Director review and submission.
- ❖ Monitor grant expenditures from a programmatic perspective and work with fiscal personnel to identify potential budget variances, documentation concerns, or modification needs.
- ❖ Maintain organized records supporting monitoring, audits, site visits, renewals, and other compliance reviews.

Program Operations & Implementation

- ❖ Translate funded proposals and program requirements into practical operating procedures, workflows, staff assignments, timelines, and accountability systems.
- ❖ Oversee implementation of assigned programs and monitor whether services, activities, partnerships, and deliverables are occurring as planned.
- ❖ Identify operational barriers and develop proposed solutions for Executive Director review when necessary.
- ❖ Coordinate implementation across FSTH programs when multiple funding sources or partners are involved while maintaining appropriate separation and cost allocation between awards.

Staff, Contractor & Program Oversight

- ❖ Provide operational supervision and support to designated staff and contractors.
- ❖ Monitor performance, documentation, service quality, timeliness, and adherence to FSTH policies and funded-program requirements.
- ❖ Conduct regular supervisory meetings, identify performance or training needs, provide coaching, and escalate significant personnel matters to the Executive Director.
- ❖ Support recruitment, interviewing, onboarding, and orientation of program personnel.

Training & Professional Development

- ❖ Maintain FSTH's staff training and professional-development system.
- ❖ Coordinate initial and ongoing training related to domestic violence, trauma-informed services, cultural responsiveness, confidentiality, professional boundaries, safety planning, language access, documentation, grant compliance, and other required areas.
- ❖ Coordinate qualified external trainers when specialized expertise is necessary.
- ❖ Maintain training records and ensure required training and refresher activities are completed.

Volunteer Program / MSW Intern Leadership

- ❖ Oversee recruitment, screening, onboarding, training, placement, scheduling, and ongoing development of FSTH volunteers/interns.
- ❖ Ensure volunteers receive appropriate role-specific preparation before participating in program activities.

- ❖ Develop systems for volunteer/interns supervision, documentation, performance feedback, retention, and recognition.
- ❖ Develop MSW Practicum Assessments.
- ❖ Coordinate volunteer resources with program needs while maintaining appropriate confidentiality and role boundaries.

Quality Assurance, Performance & Continuous Improvement

- ❖ Establish and maintain systems for monitoring program performance, service delivery, documentation quality, participant outcomes, and grant deliverables.
- ❖ Review program data for completeness and accuracy and ensure identified concerns receive appropriate follow-up.
- ❖ Coordinate participant feedback and continuous quality-improvement activities.
- ❖ Develop dashboards, internal reports, or other management tools that allow the Executive Director to quickly assess program performance.
- ❖ Work with external evaluators, consultants, technical-assistance providers, or other specialists when required by an award or directed by the Executive Director.

Community Partnerships & Coordination

- ❖ Maintain effective working relationships with community organizations, government agencies, service providers, culturally specific organizations, housing providers, healthcare providers, legal-service organizations, and other FSTH partners.
- ❖ Support development and maintenance of referral pathways, partnership agreements, MOUs, and coordinated-service procedures.
- ❖ Represent FSTH in designated meetings, committees, CoC activities, trainings, and community collaborations as assigned by the Executive Director.
- ❖ Oversee project-specific advisory committees and stakeholder groups when required.

Policies, Procedures & Monitoring Readiness

- ❖ Assist with development, implementation, review, and maintenance of program policies, procedures, protocols, forms, and internal controls.
- ❖ Conduct periodic internal reviews to identify documentation or compliance deficiencies before external monitoring or site visits.
- ❖ Coordinate preparation for monitoring reviews, funder visits, audits, program renewals, and corrective-action activities.
- ❖ Maintain an organized compliance structure so required documentation can be readily produced when requested.

Executive Leadership Support

- ❖ Serve as a senior operational partner to the Executive Director.
- ❖ Provide the Executive Director with concise updates regarding program performance, staffing, compliance, grant implementation, emerging risks, and matters requiring executive decisions.
- ❖ Implement organizational and programmatic decisions made by the Executive Director and ensure appropriate follow-through.

- ❖ Assume delegated operational responsibilities that allow the Executive Director to concentrate on organizational strategy, governance, fiscal leadership, high-level partnerships, resource development, and growth.
- ❖ Serve as a leadership representative of FSTH when specifically authorized by the Executive Director.

Requirements

- ❖ Master's degree in Social Work, Mental Health Counseling, Public Administration, Nonprofit Management, or related fields required;
- ❖ Nonprofit or human-services leadership experience preferred;
- ❖ Experience administering government-funded programs or grants;
- ❖ Demonstrated supervisory experience;
- ❖ Experience interpreting grant requirements and implementing compliance systems;
- ❖ Experience preparing organizations for government monitoring or audits;
- ❖ Ability to manage multiple complex projects with limited day-to-day direction;
- ❖ Demonstrated experience with budgets, performance measures, reporting, documentation and monitoring/compliance activities;
- ❖ Experience developing staff/intern/volunteer training programs;
- ❖ Domestic violence or trauma-informed human-services experience;
- ❖ Must be willing to continuously learn and remain highly knowledgeable of the rights of victims of domestic violence;
- ❖ Knowledge of victimization and domestic violence preferred;
- ❖ Must have a warm personality and great at listening to others;
- ❖ Strong organizational and project-management skills;
- ❖ Ability to work independently, assess priorities, take initiative, handle multiple tasks and meet deadlines;
- ❖ Excellent interpersonal skills, ability to work collaboratively and on a team;
- ❖ Outstanding communication skills, both verbal and written;
- ❖ Must be proficient in Trello and Google Workspace (Drive, Calendars, SharePoint, Docs, Sheets, Groups, Forms, and Slides);
- ❖ Will attend day and evening networking events in-person and virtual;
- ❖ Participate in on-going education and training opportunities.

Schedule / Pay

Full-Time - 40 hrs / Monday - Friday / 9am - 5pm / \$90,000-95,000 annually

Benefits

Benefits (Medical, Dental, Vision) / 401K / Sick Leave / PTO

First Steps To Heal, Inc. is an equal opportunity employer. We prohibit discrimination due to race, color, age, religion, sex, sexual orientation, gender identity, disability, national origin, marital status, parental status, or political affiliation in employment and service delivery.