

# 2010 Statewide Salary Analysis

Survey Results From Texas

Family Violence Programs



Over Thirty Years of Building a Safer Texas

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Principal Author: Ana Ottman  
Editors: Rose Hernandez and Maria Jose Angelelli  
Contributor: Jennifer O'Donnell

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# Executive Summary

## *Background*

The Texas Council on Family Violence (TCFV) conducts a salary survey of family violence programs in the state every two years. The intent of this report is to provide a snapshot of compensation and benefits of individuals in this field of work in Texas. Executive directors typically use the report as a basis for benchmarking from one year to another and to evaluate equivalent positions in similar-sized programs. The job titles used in the survey were identified by programs as the most common, although we recognize that job titles vary from program to program.

Numerous executive directors of domestic violence programs across Texas requested an overall rewards/benefits analysis in addition to the previous TCFV salary surveys that included only the minimum, maximum and average salary of each position in domestic violence programs. The process employed for this report was informed through numerous sources, including the following: discussions with ten state coalitions, conversations with multiple human resources specialists, and a focus group of executive directors from diverse domestic violence programs of varying operating budget sizes, located in different regions and in both rural and urban locations. These considerations were taken into account in order to create a survey inclusive of the needs of programs and sensitive to the busy schedules of respondents.

## *Participation*

The *2010 Statewide Salary Analysis* is the most comprehensive salary survey TCFV has completed to date. It includes a compilation of total rewards/benefits and salary information from Texas family violence programs. Assessing the benefits and salaries offered allows for a thorough analysis of actual staff compensation. This survey gives programs a useful tool in identifying the potential wages and benefits to staff. Forty-eight programs completed the salary survey, equaling a 69 percent response rate.

## *Results*

Total rewards and benefits are broken down by types of insurance, leave time and additional benefits. The insurance programs analyzed are medical, dental, life, and disability. Eighty-three percent of responding programs offer health insurance to their employees. Of the programs offering health insurance to employees, 30 percent pay for full coverage. Dental, life and disability insurance is offered at lesser rates than medical insurance at 37 percent, 73 percent and 52 percent respectively. Some programs are now offering monthly stipends to employees for health insurance costs instead of employer coverage.

Leave time is a benefit all responding agencies offer to full-time employees. Types and amounts of leave offered differ among programs. First-year, full-time employees receive an average of ten vacation, nine holiday, two personal, and eight sick leave days. Use of the Paid Time Off (PTO) system is also a trend in this year's data, with seven programs using that system for leave time.

For the purpose of this study, additional benefits include raises, bonuses, additional pay for specialized skill sets and retirement. Ninety-three percent of the programs surveyed offer raises. These raises are based on merit, longevity and cost of living with the size of raises often dependent on an agency's budget.

Salaries are compiled with comparison analysis between rural and urban programs, budget size, and a statewide analysis of all positions. Survey respondents were asked to use specific position titles to allow for analysis of salaries (descriptions of which can be found in Appendix 2). Full-time salaries range from \$160,000 for an executive

director to \$15,500 for case managers, childcare workers, and housekeeping staff. Advocates comprise the most common staff position. On average, full-time advocates earn \$23,813 per year and part-time advocates receive \$9.80 per hour.

An additional part of this year's salary survey was the inclusion of the impact of the economic downturn on programs. As of the time of this report, the majority of programs indicated that the economic downturn had not adversely affected their ability to retain staff. However, it is important to note the influx of federal funds from the American Recovery and Reinvestment Act (\$9.2 million from VAWA, for example) may have negated a potentially harmful impact to family violence program budgets and staff.

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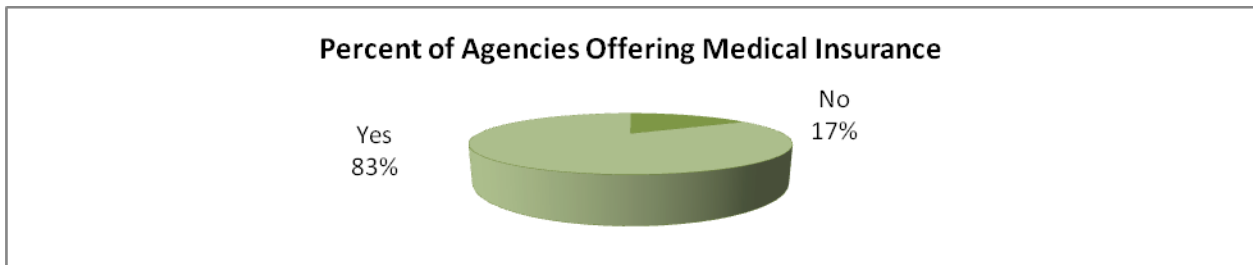
# Total Rewards

Total rewards are the compensation in addition to salaries that employees receive. Total rewards include insurance, leave time, and additional benefits. Worker’s compensation is not included in the analysis because it is viewed as an employer obligation rather than a benefit to the employee. Each of the total rewards the survey included is analyzed below and the data provided reflects **only** those programs that responded to the survey.

## Insurance

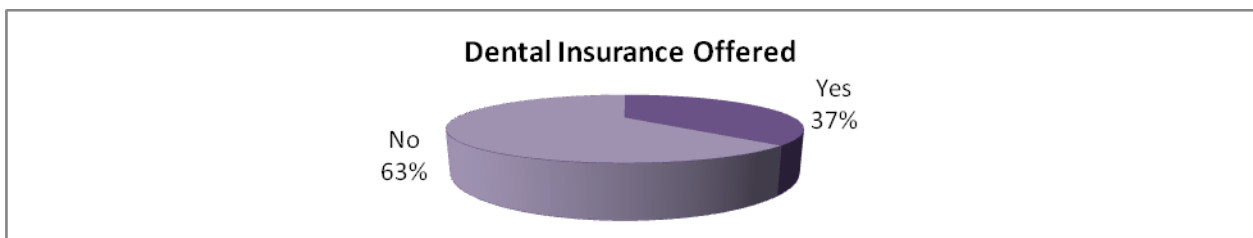
### Medical Insurance

Medical insurance is offered to employees at 83 percent of Texas family violence programs. The percentage of employee insurance paid ranges from 40 percent to 100 percent, with the majority of programs paying between 75 - 100 percent of employee health insurance. The percentage paid by the program for family benefits is less. Most programs, 89 percent, do not extend medical insurance benefits for a partner, child, or family member of employees.



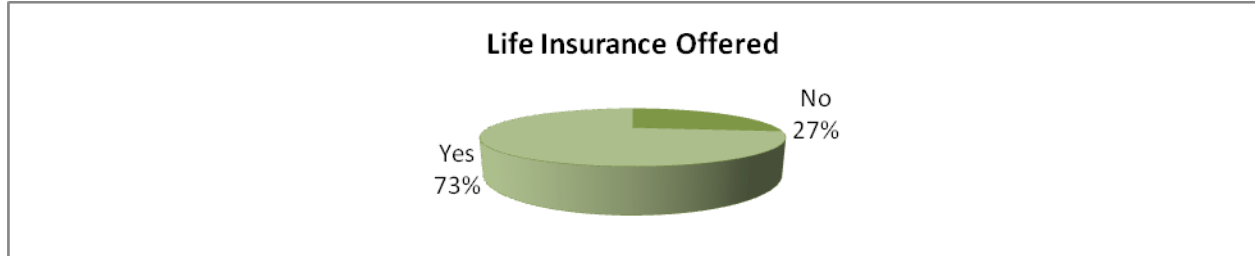
### Dental Insurance

Dental insurance is offered at 37 percent of programs; conversely 63 percent of programs do not offer dental insurance. The amount programs pay for this benefit varies. Of the programs that offer dental insurance, the majority pay the employees’ dental insurance at 20 percent. Similar to health insurance, most programs, 91 percent, do not pay dental insurance for employee family members.



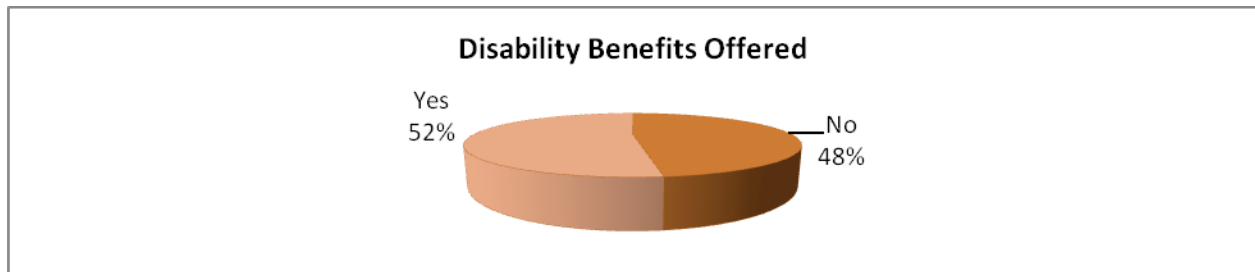
## Life Insurance

Life insurance is offered at 73 percent of programs. The average amount paid by programs is 75 percent of coverage.



## Disability Insurance

Disability insurance, including short-term, long-term and/or accident disability and dismemberment insurance, is fully covered at 52 percent of programs.



## Leave Time

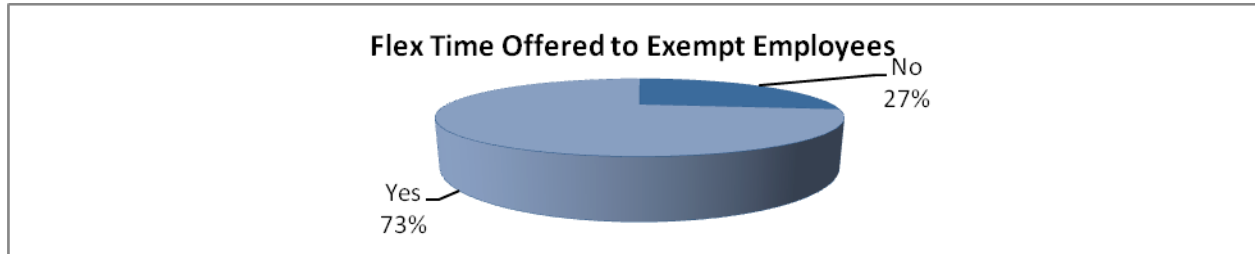
All agencies offer leave time. Some programs do not specifically offer personal or sick days, but include this type of leave within the vacation day allocation.

## Type of Leave

	Minimum	Maximum	Average
Number of Vacation Days for First-Year Employees:	0	24	10
Number of Vacation Days for Fifth-Year Employees:	10	29	16
Number of Vacation Days for Tenth-Year Employees:	12	34	20
Number of Sick Days:	0	12	8
Number of Personal Days:	0	12	2
Number of Holidays:	0	14	9

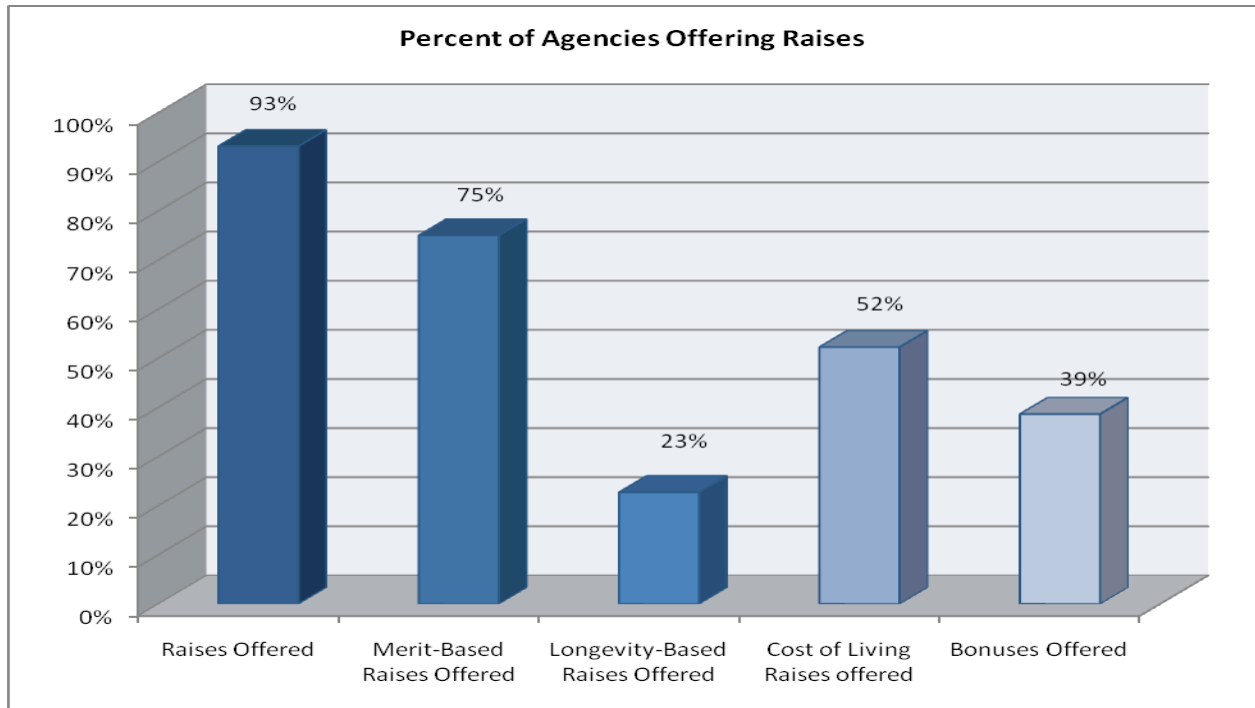
## Flex Time

Flex time is defined as a variable work schedule subject to achieving total daily or weekly hours, and offered to 73 percent of the programs' *exempt* employees.

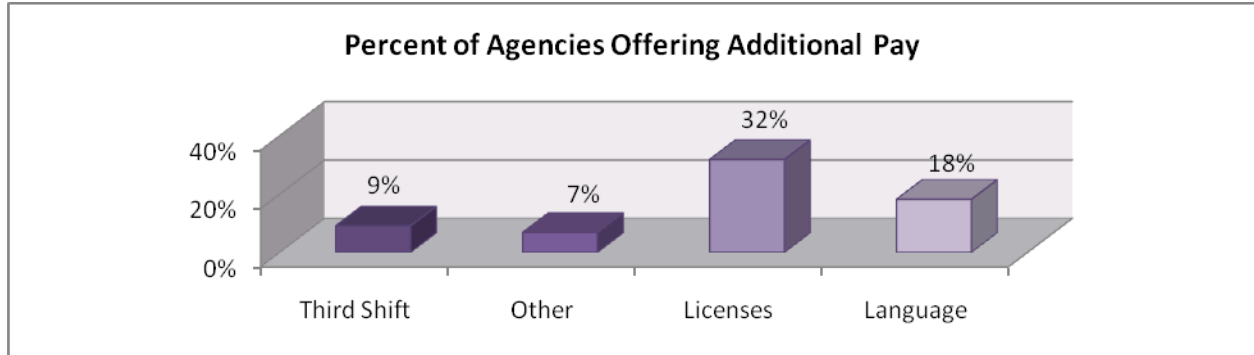


## Additional Benefits

The survey collected information on types of additional pay increases and benefits offered to staff. Most programs offer raises as funding permits based on longevity, merit and cost of living. Raises were reported as offered at 93 percent of reporting programs while bonuses, such as holiday bonuses, were offered by 39 percent of programs.



The survey identified additional pay that is offered to employees working a third shift or meeting skill sets such as professional licenses, multiple language ability, and tenure in the field. Professional licenses such as licensed clinical social workers, professional counselors, and chemical dependency counselors are provided additional compensation at 32 percent of reporting programs.



Texas family violence programs offer a myriad of differently structured retirement plans. Fifty-six percent of programs offer at least one type of retirement plan to their employees.



# Salary Results

The statewide summary of salaries by position is located on page 13 of this report. The survey asked respondents to provide annual salary information for all full-time and contract positions. The number of hours part-time and relief staff work varies from agency to agency, so the hourly rate for these employees was collected.

## Location Analysis

Respondents were asked to identify their primary location as rural or urban. Sixty percent of family violence programs self-identified as providing services in primarily rural areas. The average salary differences by position between different locales are provided below. The data collected demonstrates that, on average, urban workers earn the same or more than their rural counterparts.

Position Type	Rural Average	Urban Average
<b>Advocate</b>		
Part-time (hourly)	\$8	\$12
Relief (hourly)	\$9	\$10
Full-time (yearly)	\$23,303	\$24,483
<b>Attorney</b>		
Contract (yearly)		\$57,500
Full-time (yearly)	\$52,500	\$53,929
Part-time (hourly)	\$32	\$26
<b>BIPP Coordinator</b>		
Contract (yearly)	\$15,500	
Full-time (yearly)	\$36,000	\$44,750
<b>BIPP Facilitator</b>		
Contract (yearly)	\$21,500	\$19,250
Full-time (yearly)	\$31,000	\$38,000
Part-time (hourly)	\$28	\$18
<b>Case Manager</b>		
Full-time (yearly)	\$26,250	\$30,900
Part-time (hourly)	\$8	\$13
Relief (hourly)	\$14	

Position Type	Rural Average	Urban Average
<b>Childcare Worker</b>		
Full-time (yearly)		\$23,063
Part-time (hourly)	\$10	\$10
Relief (hourly)		\$8
<b>Children's Coordinator</b>		
Full-time (yearly)	\$25,750	\$30,821
Part-time (hourly)	\$9	\$13
Relief (hourly)	\$10	
<b>Clerical Staff</b>		
Full-time (yearly)	\$25,344	\$30,462
Part-time (hourly)	\$10	\$12
<b>Community Educator</b>		
Full-time (yearly)	\$27,441	\$32,318
<b>Cook</b>		
Full-time (yearly)	\$24,500	\$25,857
Part-time (hourly)	\$10	\$9
<b>Court/Legal Advocate</b>		
Part-time (hourly)		\$12
Full-time (yearly)	\$28,308	\$30,000
<b>Development Director</b>		
Contract (yearly)	\$46,000	
Full-time (yearly)	\$37,714	\$56,763
<b>Executive Director</b>		
Full-time (yearly)	\$49,966	\$81,045
<b>Fiscal Manager</b>		
Full-time (yearly)	\$34,412	\$47,200
Part-time (hourly)	\$16	\$31

Position Type	Rural Average	Urban Average
<b>Hospital/Medical Advocate</b>		
Full-time (yearly)	\$32,750	\$27,667
Part-time (hourly)		\$14
<b>Housekeeper/Maintenance</b>		
Full-time (yearly)	\$22,200	\$27,773
Part-time (hourly)	\$9	\$10
<b>Human Resources</b>		
Full-time (yearly)	\$27,500	\$46,364
<b>Licensed Individuals</b>		
Full-time (yearly)	\$35,607	\$38,395
Part-time (hourly)	\$19	\$24
<b>Manager</b>		
Full-time (yearly)	\$33,026	\$47,115
Part-time (hourly)	\$13	\$9
<b>Outreach Coordinator</b>		
Full-time (yearly)	\$27,800	\$33,167
Part-time (hourly)		\$10
<b>Public Relations Director</b>		
Full-time (yearly)	\$47,500	\$42,600
<b>Thrift Store Clerk</b>		
Full-time (yearly)	\$20,500	\$29,533
Part-time (hourly)	\$8	\$9
<b>Transitional Housing Coordinator</b>		
Full-time (yearly)	\$18,500	\$32,875
Part-time (hourly)		\$16
<b>Volunteer Coordinator</b>		
Part-time (hourly)	\$11	\$15
Full-time (yearly)	\$28,214	\$34,455

## Salaries by Budget Size

Family violence program annual budgets in Texas range from \$60,000 to \$8,000,000. However, staff salaries remain relatively constant independent of budget size. The positions that most strongly correlate with budget size are executive directors, development directors, and volunteer coordinators. This indicates that these salaries tend to increase as budget increases.

Position Type	Budget Size					
	<\$400,000	\$400,001 to \$600,000	\$600,000 to \$850,000	\$850,001 to \$1.5 million	\$1,500,001 to \$2.5 million	>\$2.5 million
<b>Advocate</b>						
Part-time (hourly)	\$8	\$8	\$8	\$9	\$10	\$13
Relief (hourly)		\$8		\$10		\$10
Full-time (yearly)	\$22,500	\$20,750	\$22,786	\$23,800	\$27,400	\$24,594
<b>Attorney</b>						
Contract (yearly)					\$57,500	
Full-time (yearly)				\$52,500	\$52,500	\$55,833
Part-time (hourly)			\$32			\$26
<b>BIPP Coordinator</b>						
Contract (yearly)		\$15,500				
Full-time (yearly)		\$31,000		\$50,000	\$39,400	\$46,000
<b>BIPP Facilitator</b>						
Contract (yearly)					\$20,000	
Full-time (yearly)					\$36,857	\$38,250
Part-time (hourly)				\$24	\$23	\$16
<b>Case Manager</b>						
Full-time (yearly)	\$21,600	\$27,929	\$26,000	\$31,056	\$28,458	\$31,395
Part-time (hourly)	\$8	\$8	\$8	\$10	\$10	\$15
Relief (hourly)				\$14		
<b>Childcare Worker</b>						
Full-time (yearly)				\$18,500	\$19,250	\$24,105
Part-time (hourly)					\$9	\$10
Relief (hourly)						\$8
<b>Children's Coordinator</b>						
Full-time (yearly)		\$26,000	\$21,500	\$27,900	\$30,417	\$31,500
Part-time (hourly)		\$10	\$8		\$10	\$14
Relief (hourly)				\$10		
<b>Clerical Staff</b>						
Full-time (yearly)	\$26,000	\$23,750	\$21,500	\$27,000	\$27,826	\$32,732
Part-time (hourly)		\$10	\$8	\$10	\$11	\$12
<b>Community Educator</b>						
Full-time (yearly)	\$24,500	\$24,625	\$26,125	\$30,857	\$30,455	\$34,350

Position Type	Budget Size					
	<\$400,000	\$400,001 to \$600,000	\$600,000 to \$850,000	\$850,001 to \$1.5 million	\$1,500,001 to \$2.5 million	>\$2.5 million
<b>Cook</b>						
Full-time (yearly)					\$25,667	\$25,700
Part-time (hourly)			\$8	\$10	\$9	\$10
<b>Court/Legal Advocate</b>						
Part-time (hourly)				\$10	\$14	
Full-time (yearly)	\$29,833	\$25,667	\$25,500	\$30,571	\$29,750	\$31,250
<b>Development Director</b>						
Contract (yearly)					\$46,000	
Full-time (yearly)	\$31,000	\$34,500	\$34,500	\$44,333	\$48,583	\$58,429
<b>Executive Director</b>						
Full-time (yearly)	\$39,500	\$46,250	\$55,125	\$63,889	\$77,222	\$95,278
<b>Fiscal Manager</b>						
Full-time (yearly)	\$38,000	\$29,800	\$34,750	\$38,063	\$44,778	\$49,289
Part-time (hourly)		\$16		\$29	\$35	\$26
<b>Hospital/Medical Advocate</b>						
Full-time (yearly)		\$31,000			\$34,500	\$27,667
Part-time (hourly)						\$14
<b>Housekeeper/Maintenance</b>						
Full-time (yearly)		\$31,000	\$18,500	\$23,000	\$19,500	\$29,167
Part-time (hourly)		\$10	\$8	\$10	\$10	\$8
<b>Human Resources</b>						
Full-time (yearly)					\$38,667	\$46,833
<b>Licensed Individuals</b>						
Full-time (yearly)	\$34,500	\$41,667		\$36,188	\$35,625	\$38,000
Part-time (hourly)	\$20	\$22	\$20	\$32	\$17	\$19
<b>Manager</b>						
Full-time (yearly)	\$26,250	\$29,767	\$31,000	\$36,889	\$43,025	\$51,483
Part-time (hourly)		\$10	\$7		\$16	\$10
<b>Outreach Coordinator</b>						
Full-time (yearly)	\$24,625	\$27,750	\$29,250	\$39,250	\$29,700	\$33,786
Part-time (hourly)				\$10		
<b>Public Relations Director</b>						
Full-time (yearly)				\$47,500	\$40,250	\$44,167
<b>Thrift Store Clerk</b>						
Full-time (yearly)	\$21,500	\$22,250	\$18,500	\$26,500	\$26,250	\$28,545
Part-time (hourly)	\$8	\$8	\$8	\$8	\$9	\$10
<b>Transitional Housing Coordinator</b>						
Full-time (yearly)				\$29,875	\$30,125	\$33,833
Part-time (hourly)				\$16		
<b>Volunteer Coordinator</b>						
Part-time (hourly)	\$9	\$10	\$14	\$14	\$12	\$20
Full-time (yearly)		\$26,667	\$24,500	\$32,300	\$29,833	\$39,300

## Salaries by Position Analysis

The table below shows the salaries of all positions regardless of rural/urban identification or budget size. The position type refers to full-time, part-time, contract, or relief status. Full-time and contract positions are reflected in annual salaries, while part-time and relief positions are reflected in hourly wage. Listing the hourly wage for relief workers and part-time staff allows for like comparison, as actual number of hours worked varies in these positions.

The second column in the chart below is the number of survey responses received for each position and position type. The third column is the salary range for each position from lowest to highest salary. The final column is the average yearly salary and/or hourly wage for each position. Again, these numbers represent the average salary for each position, without regard to budget size or location.

	Position Type	Number of Positions	Salary Range		Average Salary
<b>Advocate</b>					
	Full-time (yearly)	155	\$15,500.00	- \$34,500.00	\$23,813.43
	Part-time (hourly)	141	\$8.00	- \$14.00	\$9.80
	Relief (hourly)	11	\$8.00	- \$10.00	\$9.14
<b>Attorney</b>					
	Contract (yearly)	2	\$57,500.00	- \$57,500.00	\$57,500.00
	Full-time (yearly)	9	\$47,500.00	- \$62,500.00	\$53,750.00
	Part-time (hourly)	2	\$26.00	- \$32.00	\$29.00
<b>BIPP Coordinator</b>					
	Contract (yearly)	1	\$15,500.00	- \$15,500.00	\$15,500.00
	Full-time (yearly)	11	\$24,500.00	- \$57,500.00	\$42,363.64
<b>BIPP Facilitator</b>					
	Contract (yearly)	3	\$14,000.00	- \$24,500.00	\$20,000.00
	Full-time (yearly)	14	\$27,500.00	- \$47,500.00	\$37,363.64
	Part-time (hourly)	26	\$14.00	- \$38.00	\$21.80

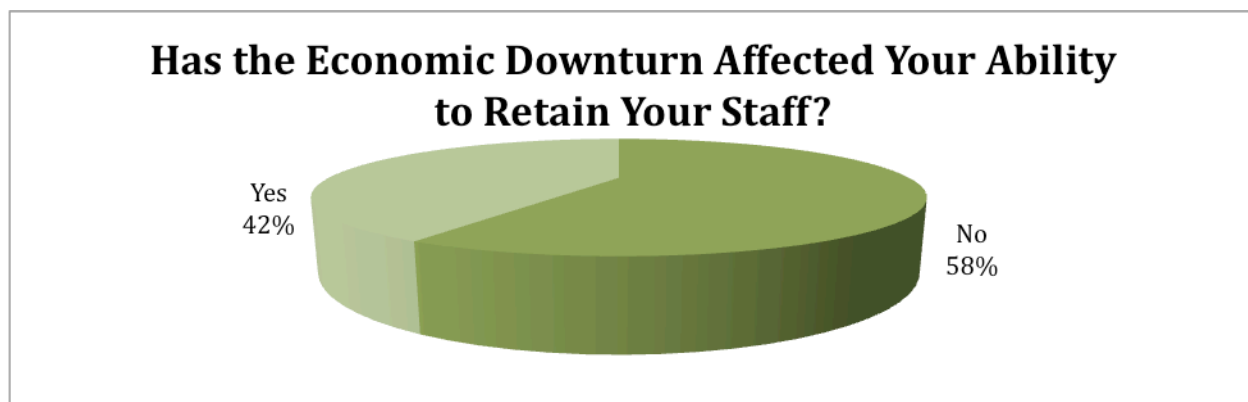
	Position Type	Number of Positions	Salary Range		Average Salary
<b>Case Manager</b>					
	Full-time (yearly)	120	\$15,500.00	- \$42,500.00	\$29,826.92
	Part-time (hourly)	33	\$8.00	- \$16.00	\$11.13
	Relief (hourly)	1	\$14.00	- \$14.00	\$14.00
<b>Childcare Worker</b>					
	Full-time (yearly)	36	\$15,500.00	- \$31,000.00	\$23,062.50
	Part-time (hourly)	29	\$8.00	- \$20.00	\$9.89
	Relief (hourly)	1	\$8.00	- \$8.00	\$8.00
<b>Children's Coordinator</b>					
	Full-time (yearly)	27	\$18,500.00	- \$47,500.00	\$28,977.27
	Part-time (hourly)	9	\$8.00	- \$14.00	\$11.20
	Relief (hourly)	1	\$10.00	- \$10.00	\$10.00
<b>Clerical Staff</b>					
	Full-time (yearly)	92	\$18,500.00	- \$52,500.00	\$29,257.35
	Part-time (hourly)	28	\$8.00	- \$20.00	\$11.30
<b>Community Educator</b>					
	Full-time (yearly)	55	\$21,500.00	- \$47,500.00	\$30,192.31
<b>Cook</b>					
	Full-time (yearly)	10	\$21,500.00	- \$31,000.00	\$25,687.50
	Part-time (hourly)	11	\$8.00	- \$10.00	\$9.45
<b>Court/Legal Advocate</b>					
	Full-time (yearly)	33	\$18,500.00	- \$42,500.00	\$29,290.32
	Part-time (hourly)	3	\$10.00	- \$14.00	\$12.00
<b>Development Director</b>					
	Contract (yearly)	2	\$24,500.00	- \$67,500.00	\$46,000.00
	Full-time (yearly)	32	\$31,000.00	- \$100,000.00	\$51,634.62

	Position Type	Number of Positions	Salary Range		Average Salary
<b>Executive Director</b>					
	Full-time (yearly)	52	\$27,500.00	- \$160,000.00	\$63,372.55
<b>Fiscal Manager</b>					
	Full-time (yearly)	50	\$24,500.00	- \$110,000.00	\$42,574.47
	Part-time (hourly)	6	\$16.00	- \$42.00	\$28.33
<b>Hospital/Medical Advocate</b>					
	Full-time (yearly)	5	\$24,500.00	- \$34,500.00	\$29,700.00
	Part-time (hourly)	2	\$14.00	- \$14.00	\$14.00
<b>Housekeeper/Maintenance</b>					
	Full-time (yearly)	19	\$15,500.00	- \$42,500.00	\$26,031.25
	Part-time (hourly)	17	\$8.00	- \$14.00	\$9.43
<b>Human Resources</b>					
	Full-time (yearly)	12	\$27,500.00	- \$67,500.00	\$44,791.67
<b>Licensed Individuals</b>					
	Full-time (yearly)	79	\$27,500.00	- \$52,500.00	\$37,212.12
	Part-time (hourly)	25	\$14.00	- \$58.00	\$22.77
<b>Manager</b>					
	Full-time (yearly)	116	\$18,500.00	- \$80,000.00	\$41,076.92
	Part-time (hourly)	7	\$7.00	- \$16.00	\$10.75
<b>Outreach Coordinator</b>					
	Full-time (yearly)	38	\$18,500.00	- \$47,500.00	\$30,727.27
	Part-time (hourly)	1	\$10.00	- \$10.00	\$10.00
<b>Public Relations Director</b>					
	Full-time (yearly)	6	\$38,000.00	- \$47,500.00	\$43,416.67

	Position Type	Number of Positions	Salary Range		Average Salary
<b>Thrift Store Clerk</b>					
	Full-time (yearly)	28	\$15,500.00	- \$47,500.00	\$26,145.83
	Part-time (hourly)	128	\$8.00	- \$14.00	\$8.51
<b>Transitional Housing Coordinator</b>					
	Full-time (yearly)	27	\$18,500.00	- \$42,500.00	\$32,029.41
	Part-time (hourly)	1	\$16.00	- \$16.00	\$16.00
<b>Volunteer Coordinator</b>					
	Full-time (yearly)	18	\$24,500.00	- \$47,500.00	\$32,027.78
	Part-time (hourly)	9	\$8.00	- \$20.00	\$12.67

## Economic Downturn

Response to the survey question of whether the economic downturn affected a family violence program's ability to retain staff yielded interesting results, with 42 percent responding "Yes" while 58 percent responded "No."



Further, the data from the survey indicated that a majority of programs did not have to make staff reductions, pay reductions, or pay furloughs as a result of the economic climate. This was true for both urban and rural programs, and was not unique to budget size.

One anomaly that may have had an impact was the influx of federal funds from the American Recovery and Reinvestment Act (ARRA). This survey was distributed at a point in time that included additional funding which may have minimized the impact of the economic downturn on programs. Specifically in Texas, there was \$9.2 million in Violence Against Women Act (VAWA) funds, \$2 million in Victim of Crime Act (VOCA) funds, and \$209 million in U.S. Housing and Urban Development (HUD) Recovery Funds that came to the state through the ARRA. Most family violence programs in Texas were recipients of these funds.

## Appendix 1

# Sum of All Survey Responses

*Total of 48 Responses*

### Health

Health Offered	40
Average Provided: Employee	77%
Average Provided: Spouse	9%
Average Provided: Children	7%
Average Provided: Family	6%

### Dental

Dental Offered	30
Average Provided: Employee	46%
Average Provided: Spouse	7%
Average Provided: Children	7%
Average Provided: Family	6%

### Life

Life Offered	35
Average Provided: Life	75%

### Retirement

Retirement Offered	27
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### Vacation

Average Vacation Days: 1st Year	10.08
Average Vacation Days: 5th Year	16.10
Average Vacation Days: 10th Year	20.02
Average Vacation Maximum	21.89
Average Vacation Days Carry Over	35.00

### Personal Days/Flex Time

Average Personal Days	1.94
Average Number of Holidays	9.35
Flex Time for Exempt Employees	35.00
Flex Time for Nonexempt Employees	18.00

### Raises

Raises Offered	48
Raises Based on Merit	33
Raises Based on Longevity	12
Raises Based on Cost of Living	25
Bonuses Offered	15

### Additional Pay

Third Shift Additional Pay	7
Language Skills Additional Pay	10
Licenses Additional Pay	11
Other Skills Additional Pay	4

### Sick Days

Average Sick Days	8.25
Sick Carries Over	34.00
Average Sick Days that Carry Over	15.79

### Operating Budget

Average Operating Budget	\$1,522,763
Minimum Operating Budget	\$60,000
Maximum Operating Budget	\$8,000,000

## **Appendix 2**

### **Position Descriptions/Responsibilities<sup>i</sup>**

#### **Executive Director: Program Director/CEO**

- Shape organization's direction
- Supervise financial operations
- Manage personnel
- Represent the organization
- Directly responsible to organization's Board of Directors
- Responsible for fundraising development (if no other position is responsible)

#### **Fiscal Manager: Fiscal Officer/Bookkeeper/CFO/Accountant/Grant Writer**

- Grant Writing
- Payroll
- Manage finances of the organization
- Bookkeeping
- Report donations
- Monthly and annual statistics
- Generate financial reports

#### **Clerical Staff: Administrative Assistant/Secretary/Office Manager/Clerk**

- Route phone calls
- Mailings/filings
- Stock supplies for office/program
- Produce and/or type documents
- Bookkeeping

#### **Manager**

- Oversee shelter/program operations
- Supervise personnel
- Facilitate staff meetings
- Responsible to the Executive Director

#### **Development Director**

- Coordinate special events
- Facilitate and oversee fundraising
- Coordinate planned-giving initiatives
- Write grants

**Case Manager: Case Worker/Shelter Support Advocate/ Program Specialist/House Manager**

- Facilitate program participant’s goal-setting and attainment
- Facilitate support groups and/or house meetings
- Provide advocacy and information to participants of program
- Responsible for all secondary advocacy (long-term strategies for intervention)
- Answer hotline, complete intake forms

**Advocate: Victim Advocate/Crisis Intervention Specialist/Shelter Advocate/Overnight/Weekend/  
Evening Staff**

- Responsible for all primary advocacy (short-term strategies for intervention, safety plan with survivors and offer referrals for community services)
- Facilitate each program participant’s immediate plan of action
- Work with participant from the initial point of contact on issues of crisis intervention, domestic and/or sexual violence education
- Answer hotline, complete intake forms, conduct orientation to shelter, screening

**Volunteer Coordinator**

- Responsible for all aspects of the volunteer program
- Recruit prospective volunteers
- Create, compile and update volunteer manual, protocols and procedures
- Schedule and provide volunteer training
- Maintain volunteer records, training

**Outreach Coordinator: Outreach worker/Non-resident case manager/Outreach Worker**

- Conduct long-term individual advocacy for program participants
- Facilitate non-residential services off-site
- Perform crisis work at a location other than the main site
- Facilitate each program participant’s immediate plan of action
- Work with participant from the initial point of contact on issues of crisis intervention and domestic and/or sexual violence education

**Community Educator: Community Trainer/Outreach Coordinator/Prevention Educator**

- Educate and present information to community, students, and civic groups about services provided by program
- Develop curriculum and materials for community presentations

**Children’s Coordinator**

- Conduct intakes with children, educate/enhance children's and parent's understanding of domestic violence, create developmentally appropriate goal plan for child and parent, supervise volunteers working with children, provide training relevant to children's domestic violence issues
- Responsible for the provision of services to both residential and non-residential children
- Oversee children and parenting groups

#### **Court/Legal Advocate**

- Provide education and personal advocacy services to victims of domestic and/or sexual violence seeking assistance with the civil and/or criminal justice systems
- Participate in program's efforts to develop a coordinated community response
- Provide information/education to victims regarding domestic and/or sexual violence, safety planning, protective orders, court and law enforcement procedures, etc.

#### **Hospital/Medical Advocate**

- Respond to domestic violence and/or sexual assault hospital calls
- Provide immediate crisis intervention and follow up
- Provide information and community resources
- Participate in the program's efforts to develop a coordinated community response

#### **Licensed Individuals: Counselor/Therapist/LPCs/LCSWs/Psychologists**

- Provide individual and/or group counseling sessions for women, children, battered men and/or batterers
- Facilitate support groups
- Provide training and education to staff members and outside community members

#### **Human Resources/Personnel Director**

- Oversee personnel issues and benefits
- Manage reports of injury, insurance claims, etc.
- Manage payroll

#### **Transitional Housing Coordinator**

- Act as a primary contact for transitional housing residents
- Determine eligibility of participants
- Facilitate the long-term housing goals of program participants
- Provide resources and referrals to community services

#### **Childcare Worker**

- Provide direct supervision for the children of program staff and/or participants

#### **Public Relations Director**

- Handle responses to the media
- Develop press releases and program announcements for media outlets
- Publicize events
- Act as liaison to the community

#### **Attorney**

- Practice law as a licensed attorney in the state of Texas
- Provide legal representation and resources involving divorce, custody and protective order cases
- Assist with filing protective orders
- Provide consultations

#### **BIPP Facilitator**

- Facilitate BIPP groups
- Train and educate staff and other community members

#### **BIPP Coordinator**

- Facilitate BIPP groups
- Train and educate staff and other community members
- Supervise BIPP facilitators

#### **Thrift Store Clerk**

- Maintain thrift store facilities

#### **Cook**

- Prepare meals for program participants
- Maintain kitchen facility

#### **Housekeeper/Maintenance**

- Maintain physical facilities

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<sup>i</sup> These position descriptions have been adapted from the Missouri Coalition Against Domestic and Sexual Violence.