



# STRONGHEARTS

## Native Helpline

**Seeking an enthusiastic Deputy Executive Officer to lead a growing team of 50 professionals across teams to deliver victim-centered, trauma-informed support to victims of domestic and sexual violence.**

### **Organizational Summary:**

StrongHearts Native Helpline is a safe, anonymous and confidential helpline for Native Americans and Alaska Natives affected by domestic, dating and sexual violence. By dialing 1-844-7NATIVE (1-844-762-8483), nationwide 24/7, callers can connect at no cost one-on-one with knowledgeable StrongHearts advocates who can provide lifesaving tools and immediate support to enable survivors to find safety and live lives free of abuse.

### Mission Statement

We exist to restore power to Native Americans impacted by domestic, dating and sexual violence by weaving together a braid of safety, sovereignty and support.

### Vision Statement

We envision a return to our traditional lifeways where our relatives are safe, violence is eradicated and sacredness is restored.

### StrongHearts Values

StrongHearts values are based on Indigenous values and beliefs. Through them, we honor our ancestors with our life and work. Our organizational values include Culture, Balance, Interrelatedness, Humility, Bravery, Resilience and Trust.

### **Position Summary:**

The Deputy Executive Officer (DEO) reports to the Chief Executive Officer (CEO) of StrongHearts Native Helpline. The Deputy Executive Officer will collaborate with the CEO in developing, establishing, implementing, and evaluating operational initiatives, setting strategic goals and effectively guiding employees in implementing operational and strategic changes to best meet the needs of the StrongHearts Native Helpline operations and its constituencies.

The Deputy Executive Officer is scheduled for a 40-hour week; however job duties may occasionally require work outside regularly scheduled hours.

**Duties and responsibilities of this position include, but are not limited, to the following:**

- Represent StrongHearts through public speaking opportunities, written correspondence, participation in national conferences, committee appointments and other venues
- Ensures that the organization and its missions, programs, services and staff are consistently presented in a strong, positive image.
- Ensures the alignment of staff and resources to fulfill organization objectives.
- Plans, develops, implements, oversees and evaluates programs that enhance operations or other initiatives as directed by the Director.
- Makes recommendations to the CEO for program and/or strategy changes in order to meet programmatic goals; carries out implementation as approved.
- Builds, cultivates and maintains working relationships with external programs and internal departments that interact with StrongHearts operations.
- Responsible for the maintenance and upkeep of operational manual(s), protocols, procedures and practices.
- Serve as a mentor, manager, and coach to the Victim Services division's team leaders; inspire and support the division as a whole
- Support the development of external partnerships Tribal, State and Federal level that advance StrongHearts Programs.
- Leads and ensures consistent supervision of staff in accordance with agency personnel policies, procedures and practices.
- Ensures that StrongHearts works with appropriate staff to manage personnel matters, including hiring, evaluation, staff development, disciplinary actions and recommendations for promotion and/or dismissal.
- Leads and facilitates problem resolution techniques that promote positive working relationships both internally and externally.
- Leads and facilitates activities to strengthen internal and cross-team management and team building.

*This description only includes essential functions of the job and does not imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instruction and to perform any other job-related duties requested by his or her supervisor or management.*

**Required qualifications include, but are not limited, to the following:**

- Significant experience working in Native communities.
- Deeply rooted in Indigenous thought and culture and informed by

high-quality research and approaches.

- Cultural knowledge, competence, and experience to make informed decisions about American Indian and Alaska Native support needs. Knowledge of tribal sovereignty and self-governance.
- Bachelor's degree in Social Services, Human Services or Business Administration or related field or any combination of related education and experience with a documented record of the ability to perform duties and responsibilities of the position. (Equivalency formula: two years of experience is equal to one year of education.)
- Minimum of five years progressively responsible leadership role, including experience in budgeting and managing government/private funding sources; experience hiring, terminating and supervising staff; experience in direct services to victims of domestic and/or sexual violence
- Demonstrated ability and willingness to perform in a team environment, providing support and constructive feedback in interpersonal interaction.
- Strong team building and leadership skills to effectively manage activities through vision, strategic planning and expertise.
- Communications skills suitable for presentation and written publication, for internal and external distribution.
- Effective leadership and management skills to respond to changing environments and to develop the cultural climate required to implement new models of operation.
- Critical analytical skills to understand the political, social, financial and external issues affecting service providers; to foresee and interpret trends and the dynamic changing needs of constituents; and to develop and establish processes, protocols and procedures to respond effectively and in a timely manner.
- Well-developed organizational skills; the ability to coordinate and complete multiple projects; and the ability to work under time constraints and meet deadlines.

### **HOW TO APPLY:**

Interested candidates should prepare the following information and e-mail it as instructed below:

1. Resume;
2. Cover letter detailing your experience and/or interest in working in Native Communities

Send your application in one PDF to: [jobs@strongheartshelpline.org](mailto:jobs@strongheartshelpline.org) with your name and the title of the position you are applying for in the subject line. Applications are reviewed on a rolling basis until a qualified candidate is secured.