

Job Announcement | Military Domestic Abuse Operations Credentialing Program Manager

About Our Organization

The National Organization for Victim Assistance (NOVA) is a recognized leader in the victims' rights movement. Since 1975, NOVA has advocated for the advancement and enforcement of victims' rights; championed dignity and compassion for victims and survivors of crime; and promoted the professionalization of victim advocacy.

Through a contract with the Department of Defense (DoD)'s Military Community Advocacy (MCA) office, NOVA will provide professional credentialing, consultation, training and technical assistance on the implementation of multidisciplinary community strategies to prevent and respond to domestic abuse involving military and certain affiliated personnel. Training and technical assistance (TTA) will include collaborating with MCA on assessing risk and lethality; developing military and civilian coordinated community responses (CCR); and designing and facilitating skill-building trainings and professional credentialing for DoD Domestic Abuse Victim Advocates (DAVAs).

Position Description and Duties

NOVA seeks a mission-focused, experienced, and collaborative professional to serve as the Operations Credentialing Program Manager for NOVA's Military Domestic Abuse Coordinated Community Response Program. NOVA seeks an individual who values and prioritizes diversity, equity and inclusion and who holds significant experience in professional credentialing programs for military and civilian victim advocates.

The Operations Credentialing Program Manager reports to NOVA's Director for the DoD Domestic Abuse Victim Advocate Program.

Responsibilities

Under the leadership of NOVA's Director of the DoD Domestic Abuse Victim Advocate Program, the Operations Credentialing Program Manager will perform all of the following responsibilities:

- Manages all aspects of professional credentialing for the DoD Domestic Abuse Victim Advocates (DAVAs), including receiving, processing, tracking and awarding of all DoD DAVA applications for the National Advocate Credentialing Program (NACP)[®] within the contract's 120-day timetable.
- Develops and facilitates informational sessions for DoD DAVAs and Program Managers on the NACP application process and serves as the primary POC for any DAVA questions regarding NACP and its application(s).
- Works collaboratively with NOVA's Director of the Military Domestic Abuse Victim Advocate Program to collect and submit required DAVA credentialing data for the monthly, annual and ad hoc reports in accordance with contract delivery dates.
- Provides logistical support for NOVA's DoD Domestic Abuse webinars and other trainings, including outreaching and coordinating with Subject Matter Expert (SME) consultants; scheduling and moderating monthly webinars and in-person trainings; and participating in regular meetings with NOVA staff and partners on the DoD Domestic Abuse training program.
- Collaborates with the NOVA Director of the DoD Victim Advocate Program and NOVA's Senior Analyst to develop and facilitate a needs assessment for DAVA credentialing and training education.
- Works with NOVA's NACP Manager to coordinate on marketing of program, website updates, e-blast and social media messages, and updates to the NACP application and tracking system.
- Supports other NOVA programs outside of the DoD contract as requested, including managing other NACP group contracts as time permits.
- Participate in ongoing professional development provided by NOVA.
- Participate in NOVA's victim assistance helpdesk, including serving on the staff on-call roster during business hours to provide trauma-

informed support, information and referrals to NOVA members and victims of crime.

- Facilitate presentations and represent NOVA and the NACP Program at meetings, trainings and conferences.

Qualifications:

This is an excellent opportunity for a highly motivated professional to assume a leadership role in a fast-growing, highly respected national organization. We are seeking an individual of exceptional abilities with a respected track record. To be considered for this position, candidates should possess the following:

- Bachelor's degree required, advanced degree preferred.
- Minimum 3-5 years of experience in military and/or civilian professional credentialing programs for victim advocates.
- Foundational knowledge in access and inclusion, intersectionality and cultural responsiveness.
- Excellent management and communication skills.
- Highly detail oriented.
- Ability to creatively problem-solve and make and implement decisions quickly and soundly.
- Ability to work with a wide range of people representing various backgrounds, levels of training, and career stages.
- Knowledge and passion for NOVA's mission and victims' rights.

Position Details:

- **Location:** Alexandria, VA (with option for hybrid, remote work)
- **Work Environment:** NOVA strives to offer a flexible, trauma-informed workplace that values personal and professional development.
- **Salary:** Salary is commensurate with experience, with a set range of \$60,000-\$70,000.
- **Employee Benefits** include the following competitive package:
 - 80% of an employee and their dependents' medical, vision and dental coverage
 - Paid time off (10 vacation days, 10 wellness days for new employees) and 12 paid federal holidays
 - 36-hour work week with ½ day Fridays
 - 401K plan with a 4% match and 2% employer contribution

- Paid Parental Leave and Family Leave
- Employee Sabbatical Program

Application Details:

- To apply please email cover letter and resume to resume201709@trynova.org and add “Operations Credentialing Program Manger” to the subject line.
- Position will remain open until filled. No phone calls please. Due to the volume of applicants, we will only contact individuals invited to interview.
- NOVA values and embraces diversity and equal opportunity and is dedicated to offering welcoming programmatic, attitudinal, and physical environments that enable diverse populations to freely access our facility and its services. People of Color, LGBTQIA+ persons, survivors of violence and women are strongly encouraged to apply. NOVA is committed to providing an inclusive, welcoming and safe environment.