

JOB DESCRIPTION OUTREACH COORDINATOR

POSITION TITLE: Safe Harbor Outreach Coordinator

REPORTS TO: Executive Director

SCHEDULED HOURS: M – F 8 – 5 (may include evenings and weekends)

SUMMARY OF DUTIES: To provide high quality performance in the day-to-day operation of the Safe Harbor Rural Advocate program

QUALIFICATIONS:

- Bachelor's Degree in a human service field preferred
- Minimum of one year experience working with domestic violence and sexual assault victims
- Sensitivity to issues of family violence, sexual assault, child abuse and neglect
- Sensitivity and awareness of issues related to diversity
- Ability to empower individuals in a time of need
- Community resource coordination
- Ability to work effectively and efficiently with minimal supervision
- Strong oral and written communication skills
- Experience with computers and technology
- Ability to work in complex situations and manage multiple tasks
- Ability to act as a member of a team
- Attention to detail, strong organizational skills

DUTIES, RESPONSIBILITIES & EXPECTATIONS:

ADMINISTRATIVE:

- Follow all guidelines by the grant funding this position such as, submitting rural activity reports and attending regular monthly check-ins

FIRST RESPONSE

- Recognize and deal with crisis situations in a calm manner.
- Respond to crisis telephone calls, law enforcement calls, crisis counseling requests, and emergency medical needs
- Make appropriate referrals to other service agencies

CLIENT SUPPORT/ADVOCACY

- Provide support, resources, education and advocacy services for clients throughout the 7 counties Safe Harbor serves
- Provide case management for adults and children, advocacy services, needs such as food and personal items, resources and referrals as appropriate in working with clients
- When Shelter Coordinator unavailable, complete intakes and shelter orientation to victims upon entering shelter
- Assist victims in completing temporary protection orders and attending court hearings
- Co-Facilitate Domestic Violence Support Group
- Uphold policies of shelter and non-shelter clients to ensure safety, security, and confidentiality for clients
- Understand the legal system

LEADERSHIP RESPONSIBILITIES

- Provide supervision of internship students fulfilling learning opportunities at Safe Harbor
- Provide supervision of volunteers and facilitate volunteer groups
- Exercise appropriate decision-making regarding shelter non-shelter services, priorities and staff

EDUCATION, OUTREACH AND ADVOCACY

- Network with community & state agencies to remain updated on resources available to all clients and establish an awareness of Safe Harbor's mission
- Promote positive public image of Safe Harbor and the Safe Harbor Shelter by establishing and maintaining community partnerships with agencies throughout the region
- Use current social media, insights, to inform and develop effective awareness posts
- Assist with training and supervision of team, interns and volunteers
- Comfort with public speaking and the ability to present to groups and audiences
- Assist in the development of community services
- Coordinate on call advocate program in counties Safe Harbor serves
- Attend community function relevant to domestic violence or sexual assault issues
- Facilitate in the development of county services such as multi-disciplinary teams

TEAM MEMBER RESPONSIBILITIES

- Perform other duties as assigned by the Executive Director
- Articulate and adhere to all policies and procedures as set forth by Safe Harbor
- Work side by side with the executive director for all agency needs
- Attend assigned meetings and training
- Work hours as scheduled
- Answer the door and phone
- To prepare reports for monthly Board meetings including inter-agency efforts, clients served, staff issues, and provide education at board meetings

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit; use hands to handle or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.