



POSITION: Volunteer and Outreach Coordinator

EMPLOYMENT STATUS: Full Time, Hourly, Benefits Package, Non-Exempt

REPORTS TO: Program Manager

JOB DESCRIPTION:

The Volunteer and Outreach Coordinator is responsible for the overall oversight and coordination of outreach activities and volunteer management.

DUTIES AND RESPONSIBILITIES:

Volunteer Coordinator Responsibilities:

- Responsible for recruitment and training of interns.
- Provide support, supervision, and guidance to interns.
- Conducts one-on-one supervisory sessions with interns to manage expectations.
- Supervise volunteers, including interviews, training, communication, and documentation with volunteers.

Outreach Responsibilities:

- Create and implement a community outreach plan for Safe Embrace Events (i.e. Human Trafficking Awareness, Teen Dating Violence, Sexual Assault Awareness, Domestic Violence Awareness).
- Develop and implement outreach and prevention education programs. This includes designing the curriculum and creating lesson plans.
- Communicate with members of the public and donors about the issues of domestic violence, intimate partner violence, sexual assault, stalking, and available services
- Provide support for outreach services such as networking, lectures, training, speaking engagements, and health fairs to increase public education and awareness on the issues of domestic violence, intimate partner violence, sexual assault, stalking, and available services.

Administrative Responsibilities:

- Maintain accurate and confidential case files.
- Answer calls on a multi-line telephone system.
- Do statistical data entry, complete routine paperwork and produce small reports.
- Responsible for oversight and management of program quality surveys.
- Facilities upkeep and maintenance.
- Attend and participate in staff meetings and training as requested.

Advocacy Responsibilities:

- Offer survivors emotional support, information about community resources and services (including employment, housing, shelter services, health care, victim compensation, etc.), and assistance completing paperwork (social services applications, legal filings, etc.).
- Facilitate client advocacy and shelter intakes.
- Carry overnight and weekend Emergency Hotline phone on a regular basis and receive on-call reimbursement.

- Transport clients when necessary, and visit high-risk clients placed in motels.

Qualifications:

Minimum Qualifications:

- Pass a Federal & State criminal background check.
- Pass a comprehensive drug screen.
- Bachelor’s Degree in Social Service, Education, or related field.
- Provide minimum of three recent professional references that will vouch for competency, honesty & reliability.
- Demonstrate passion for helping others (must be evident from previous work and volunteer experience).
- Be able to communicate effectively and professionally, even when under stress. Both orally and in writing.
- Be computer literate and able to use standard office equipment and software, including copy machines, fax machines, email, MS Office products (Outlook, Word, Excel), shared network drives, etc.
- Possess the ability to manage stress in a crisis environment.
- Possess the ability to set boundaries and maintain ethical relationships.
- Maintain a current and valid driver’s license and insurance (100/300), ability to drive a full-size van (9 passenger), and clean driving record.
- Be able to work independently with little supervision, but also interact warmly with a small team of dedicated staff and volunteers in high-stress environment.
- Be able to lift 40 pounds.

Desired Qualifications:

- ***** **Bilingual (English/Spanish) Highly Preferred** *****
- Master’s Degree in Social Work (As required for providing supervision for social work interns).
- In-depth understanding of the dynamics of interpersonal violence.
- Experience with dual-use shelter programs (domestic violence & sexual assault), homeless shelters, substance abuse programs, social services programs.

Safe Embrace celebrates the diversity in our nation, community and staff. We will not discriminate because of political or religious affiliation, race, ethnic, or national origin, age, sexual orientation, economic status, education, marital status or other non-merit factors.

Job Description Acknowledgement Form

I have received, reviewed and fully understand the job description for this position. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate Supervisor or the Executive Director.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my supervisor.

Employee Name _____ Date _____

Employee Signature _____

Supervisor Name _____ Date _____

Supervisor Signature_____