



Job Description

Job Title	Community Support Services Coordinator	Department	Community Services
FLSA Status	Hourly, non-exempt	Reports to	Community Services Manager
Classification	Full-time	Revision Date	11/07/2016

Job Summary: The Community Support Services Coordinator is responsible for the coordination, development and implementation of the Community Response Program and the Support Group Program. The Community Response program works with victims of domestic violence over the phone and in-person to provide support, safety planning, and community resource referrals. The Support Group program provides peer-based support to victims of domestic violence in order to decrease isolation and increase safety. This position requires direct service, program coordination, and supervisory skills. This is a full-time hourly position with scheduled day time hours though some evenings and weekends will be necessary depending on the needs of the programs.

Supervises: Bilingual Community Services Advocate, Rural Community Services Advocate, Community Response Advocates (volunteers and relief staff), Support Group Advocates (volunteers)

Qualifications:

- Bilingual (English/Spanish) preferred.
- Experience working with victims of trauma and their children.
- Minimum of four years of experience providing supervision and support to direct service staff, volunteers, and/or student interns.
- A four-year college or university degree is preferred though relevant work experience may be considered in lieu of a degree.
- Experience working with individuals and families from diverse backgrounds.
- Proven track record in program coordination.
- Knowledge of community resources in Dane County.
- Excellent written and verbal communication skills required.
- Excellent attention to detail.
- Excellent computer skills including knowledge of and experience with Microsoft Office preferred.
- Knowledge of domestic violence issues strongly preferred.

Competencies:

- **Commitment to Quality Service:** Builds and maintains client/community satisfaction with the services offered by the organization.
- **Valuing Diversity:** Helps to create an environment that embraces and appreciates diversity.
- **Collaboration:** The ability to develop, maintain, and strengthen partnerships with others inside and outside the organization who may be able to provide information, assistance and support.
- **Stress Tolerance & Unflappability:** Maintains composure in highly stressful or adverse situations.
- **Self-Accountability & Work Standards:** Sets high standards of performance for self and assumes responsibility and accountability for successfully completing assignments or tasks.
- **Safety Awareness:** Maintains an awareness of conditions and circumstances that impact one's own safety or the safety of others.
- **Facilitating Groups:** Enables cooperative and productive group interactions.
- **Attention to Details:** Diligently attends to details and pursues quality in accomplishing tasks.
- **Professionalism and Personal Boundaries:** Conducts oneself within appropriate and expected professional boundaries and policies.

Duties and Responsibilities:

Program Coordination

- Cultivates and models a trauma-informed delivery of service to victims of domestic violence and their children that is rooted in empowerment advocacy.
- Updates and maintains Community Response and Support Group protocol and procedure manuals.
- Develops and maintains monthly Community Response and Support Group program schedules.
- Provides direct service to Community Response clients and walk-in clients. Manages data collection and oversees data entry for the Community Response and Support Group programs.
- Provides demographic, outcome and anecdotal data for monthly, quarterly and year end grant reports.
- Actively participates in internal DAIS meetings as assigned.
- Develops and maintains community response program community partnership sites.
- Serve as the point person for coordination of the Hopeline phone and 911 phone programs, a partnership with Verizon to provide phones to DAIS clients.

- Serve as the point person for coordination of the Sheltering Animals of Abuse Victims (SAAV) program, a partnership with SAAV and the Dane County Humane Society, to provide emergency foster care to the pets of DAIS clients.

Supervision

- Ensures appropriate training and on-boarding of all staff, volunteers, interns and relief staff working in the Community Response and Support Group programs.
- Provides regularly scheduled supervision meetings with staff, volunteer, intern and relief Community Response Advocates and volunteer Support Group Advocates.
- Coordinates monthly Community Response Advocate meetings.
- Coordinates monthly Support Group Advocate meetings.
- Interviews, selects and schedules all volunteer and intern Community Response Advocates and Support Group Advocates. May work with the Volunteer Coordinator on recruitment.
- Hires, schedules and supervises Community Services Advocates and relief Community Response Advocates.
- Develops and implements program-specific new advocate training and orientation materials for Community Response and Support Group programs.
- Reviews and approves timesheets for Community Services Advocates and paid relief Community Response Advocates.

Direct Service

- Provides trauma-informed direct services to victims of domestic violence and their children utilizing the Community Response Program including support, advocacy, crisis intervention, safety planning, parenting support, information, and referrals.
- Provides direct service to Community Response clients and walk-in clients
- Provides direct service to callers on the DAIS Help Line on a back-up basis.
- Serves as a member of the help line back-up (HLBU) team for the DAIS Help Line.
- Serves as a back-up staff member for Support Groups.
- Provides cross-departmental and/or cross-functional support and direct services as needed or requested to ensure client needs are met; participates in related cross-training to ensure consistency and continuity of services.

Other Duties and Responsibilities

- Participates in community based committees and meetings as assigned.
- Provides community education and training to other service providers and community groups in collaboration with other DAIS staff members.

General Responsibilities

- Maintains agency forms as required.
- Adheres to agency policies and work rules, including confidentiality and code of ethics.
- Meets regularly with the Community Services Manager for supervision and consultation.
- Participates in agency staff meetings and other team meetings as required by supervisor.
- Attends trainings and continuing education activities as assigned.
- Promotes an atmosphere that aligns with the mission, vision and values of DAIS.
- Performs other duties as assigned.

Work Environment and Physical Demands

- Work is primarily performed in an office setting and routinely uses standard office equipment such as computers, phones, photocopiers, fax machines and filing cabinets.
- Occasionally requires the ability to sit or stand for extended periods of time, and to move about and position self efficiently
- Requires the ability to adjust vision and focus to review documents and spreadsheets.
- Occasionally requires the ability to move or transport supplies or equipment weighing up to 50 pounds unassisted, while ascending or descending stairs.

Other Requirements:

- Completion of DAIS New Advocate Core training program.
- Satisfactory Criminal Background Check.
- Must possess a valid driver’s license and proof of vehicle insurance, and have access to a vehicle during work hours.
- Must obtain or maintain account with a financial institution for direct deposit of paychecks.

Acknowledgement:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

The employee’s signature below constitutes the employee’s understandings of the requirements, functions, and duties of the position.

Employee Name (please print): _____

Employee Signature: _____ Date: _____