**OUTREACH COORDINATOR**

**Job Description**

**PURPOSE:** To develop and implement an effective outreach program focused on reaching and serving our primary rural communities. To provide crisis intervention and advocacy support to victims of domestic violence and sexual assault. Recruit, train, and coordinate direct service volunteers to assist with victim services for rural clients. Primary focus will be outreaching to rural communities in our service area (Cedar, Dixon, Thurston, Wayne, and Dakota). The Outreach Coordinator reports to and is under the supervision of the Executive Director.

LOCATION: Wayne Office

**STATUS:** Full-time (40 Hrs./wk.).

Hourly non-exempt

Primarily business hours between 8:30 a.m. - 5 p.m., Monday thru Friday

Some evening/weekend work required

Occasional overnight travel

**QUALIFICATIONS:**

* Bachelor’s degree or equivalent experience in a related field preferred
* Excellent organizational skills
* Excellent communication skills (oral & written)
* Knowledgeable of issues related to domestic and sexual violence
* Knowledgeable in the field of Criminal Justice
* Demonstrated ability to provide absolute confidentiality
* Ability to work independently as well as cooperatively
* Ability to remain calm and work sensitively with clients
* Demonstrated written and verbal communication skills
* Demonstrated commitment & dedication to goals of Haven House
* Valid driver’s license, insurance, and vehicle

**PRIMARY DUTIES:**

**65% of time is spent on providing crisis intervention and advocacy support to victims of domestic violence and sexual assault**

* Provide crisis line support services on rotation with other agency staff (includes evenings, weekends, and holidays)
* Provide access to agency services based on needs assessment of individual client
* Provide supportive listening and agency referrals.
* Provide advocacy services for shelter residents
* Conduct safety planning, case management and complete all forms (provision of services, confidentiality, etc.) and service records on all client contacts as required
* Conduct follow-up with all clients (ONLY when safe to do so).
* Recruit, train, and coordinate direct service volunteers to assist with victim services in our rural communities
* Ability to lift up to 25 pounds

**25% Conduct outreach programs targeting our rural service areas**

* Design and implement an annual outreach plan designed to reach and serve victims from rural areas
* Provide training and assistance to all agency staff on the implementation of the outreach plan to address gaps in service to rural areas
* Develop and distribute agency materials in our rural areas.
* Coordinate direct service volunteers to assist with outreach activities
* Conduct activities focused on reaching rural populations (targeting area schools, service providers, churches, community organizations, etc).
* Promote awareness of victim services via news releases, PSA’s, and the distribution of materials to victim service agencies, churches, community organizations, and social media (Facebook)
* Maintain agency’s Facebook page.
* Distribute agency materials on victim services
* Coordinate direct service volunteers to assist with awareness activities

5% of time will be spent on records management.

* Prepare reports for the agency’s respective funding source
* Enter all client and statistical records in our data base as required.
* Complete case management and service records on all client contacts
* Emphasis on clear, concise, and accurate records
* Meet the reporting deadlines as prescribed by agency and grant contracts

**5% of time is spent on program planning and development**

* Assist the Executive Director with program planning by formulating an annual outreach plan for rural areas
* Identify gaps in service within systems (internal & external)
* Propose new ideas and methods for enhancing current programs and new program development.
* Keep current on new methods and information pertaining to domestic violence and sexual assault.
* **Adhere to all agency policies and procedures**
* Provide absolute confidentiality
* Support policies and procedures as prescribed
* **Maintain a positive, professional working relationship with Haven House staff, volunteers, Board of Directors, members of the criminal justice system and all other outside agency related contacts**

**OTHER DUTIES:**

As assigned or requested by the Executive Director:

* Attend staff, board, and other meetings relevant to program services & development
* Attend trainings and conferences
* Assist with the enhancement/development, and implementation of programs
* Complete all other duties as requested or assigned

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Executive Director Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_