



Position Title: Underserved Victim Service Coordinator
Reports to: Executive Director

POSITION SUMMARY:

The Underserved Victim Service Coordinator is responsible for providing victim advocacy and crisis intervention to people affected by sexual assault and domestic violence. The Underserved Victim Service Coordinator, with adequate supervision, recruits, trains, schedules, oversees, and supports the activities of a team of Bilingual Volunteer Victim Advocates who perform telephone and/or walk-in crisis intervention, shelter services, and advocacy services for victims and/or their families. Works with community partners and collaborators to provide off-site office hours, educational/support groups, and develop and support a Spanish sexual assault crisis hotline for York, Chester, Lancaster, and Union counties. Develops and implements targeted outreach programs to underserved communities (limited English proficient, disabled, impoverished, ethnic and religious minorities, etc.). Performs direct non-therapeutic crisis intervention and advocacy for mono-lingual Spanish-speaking clientele, maintains statistical records of activities, and facilitates and/or leads targeted community outreach discussions and presentations.

DUTIES AND RESPONSIBILITIES

Outreach:

- Develop and implement culturally-specific outreach presentations.
- Work with Safe Passage's outreach and prevention education staff to develop educational presentations for limited English proficient adults and youth.
- Develop promotional materials, including brochures and educational handouts, in Spanish.
- Conduct evaluations of targeted outreach activities.
- Develop and maintain relationships with service providers in York, Chester, Lancaster, and Union counties to increase service provision and support to underserved communities.
- Collaborate with community partners to evaluate the need for and possibly begin implementation of a Spanish sexual assault crisis hotline serving victims in our service area.

Crisis Intervention:

- Perform direct non-therapeutic crisis intervention and hospital advocacy, either over the telephone or face-to-face, for sexual assault and domestic violence victims and/or families as appropriate; provides direct backup and coverage for volunteers when necessary.
- Provide non-therapeutic individual meetings and co-facilitate support groups.
- Provide office hours at Safe Passage and other community agencies to increase accessibility of services.
- Evaluate the need for a Spanish sexual assault crisis hotline.
- Conduct client evaluations and track outcome measurements.

Volunteer Coordination:

- Assist Safe Passage's Volunteer Coordinator with recruiting and training bilingual and multicultural volunteers for Safe Passage programs.

Administrative:

- Assist with answering phones, processing mail, and other general office duties as needed.
- Collect and enter statistical data on the provision of services, and prepare reports in accordance with prescribed reporting requirements; maintain records on volunteer disposition and activity.

Other Related Duties:

- Attend staff meetings on a regular basis.
- Attend Safe Passage related events as needed.
- Follow established Safe Passage policies and procedures.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Fluency in speaking, reading, and writing in English and Spanish.
- Minimum two years of professional experience working with volunteers, providing community education, and/or working with victims of domestic violence and/or sexual assault.
- Experience with public speaking.
- Proficiency in Microsoft Office including Word, Excel, and Publisher.
- Ability to work flexible hours, including evenings and weekends, as needed to meet Safe Passage's needs.
- Ability to recruit, train, supervise, motivate, and retain volunteers within area of specialty.
- Ability to develop and deliver presentations.
- Must have reliable transportation.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Communication & Interaction:

- Fluency in speaking, reading and writing English.
- Strong interpersonal skills and ability to interact with a diverse group of people.
- Proficiency in Microsoft Office including Word and Excel.
- Strong written and verbal communication skills.

Organization

- Organizational skills and ability to multi-task.
- Ability to gather data, compile information, and prepare reports.
- Records maintenance skills.
- Ability to assess operational requirements and to plan and organize work flow patterns and schedules.

Diversity

- Understanding of cultural competence and ability to work with diverse populations.

Self-Directed

- Self-motivated team player with the ability to meet deadlines, remain flexible, and adjust to changing priorities.

PREFERRED QUALIFICATIONS

- Proficiency in public speaking.
- Knowledge of crisis intervention techniques.
- Experience working in and with multicultural communities
- Knowledge and understanding of sexual assault and domestic violence issues and crisis intervention strategies.
- Bachelor's Degree in foreign language, education, psychology, social work, women's studies, or other non-profit related area.
- Ability to provide non-therapeutic crisis intervention and advocacy services to sexual assault victims and their families.

In addition to the above responsibilities all employees of Safe Passage:

- Must demonstrate respect for the dignity and equality of all people.
- Maintain standards of confidentiality in accordance with Safe Passage Policies.
- Display a commitment to the mission of the agency and adhere to all policies and procedures.
- Must present a positive public image of the program through a high level of professionalism.
- Have the ability to travel, work flexible hours and to maintain a positive leadership role.