

## **HelpLine and Dunn House Shelter Coordinator**

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees so classified.

**POSITION SUMMARY:** HelpLine is the only 24/7 crisis line for survivors of domestic or sexual violence and sex trafficking. This position will recruit, train and supervise volunteers and part-time Helpline Advocate for HelpLine and Dunn House Shelter programs. When coverage is not available, this position will be responsible to provide direct services to HelpLine callers.

### **QUALIFICATIONS:**

- Bachelor's degree in a related field preferred; minimum of three years experience in a similar position required.
- Education and experience must include effective interpersonal and group communications, volunteer recruitment, public speaking, training, retention, program development, and crisis intervention.
- One year of experience providing information and referral or crisis/hotline service, or one year of experience developing and maintaining social services resource data.
- Knowledge of social services system and governmental bodies in Southern Oregon.
- Proficient with Microsoft Office software systems.
- Willingness to work flexible hours, including evenings, weekends, and holidays.
- If you are required to drive a Community Works vehicle for your position: you must have a good driving record and a valid driver's license.
- If you are required to drive your personal vehicle for agency business more than 3 times an average month for your position: you must have a good driving record, a valid driver's license, and personal auto insurance with required personal liability minimum as mandated by Community Works insurance carrier. (Current personal liability amounts for Bodily Injury are \$100,000 each person, \$300,000 each occurrence).
- Must successfully pass a Background and Abuse Check.

### **SKILLS AND ABILITIES:**

- Ability to handle confidential information concerning the Agency, clients, and program organizational plans, policies, and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
- Must be culturally competent and sensitive.
- Understanding of domestic violence, sexual assault, and crisis intervention.
- Principles, practices, and procedures of information and referral systems.
- Demonstrated ability to gather, assess, and organize data.
- Excellent written and oral communications skills to include: interpersonal, group, and public presentations.
- Must be a self-starter, punctual, dependable, and maintain a neat professional appearance.
- Exercise sound judgment, remain calm, and communicate effectively under stress.
- Ability to work collaboratively with other personnel or professionals.
- Ability to respond to crisis intervention situations.
- Ability to set priorities; manage multiple tasks and deadlines with minimal supervision.
- Ability to assess the needs of persons served, the resources available to meet those needs, and the legal and/or policy requirements governing service delivery to person served.

**ESSENTIAL FUNCTIONS:** (The essential functions below include tasks that are integral to job performance and fundamental to accomplishing the job.)

1. Promote the Agency in a positive manner to fellow employees, to our volunteers, and to people in the community.
2. Maintain confidential information concerning the Agency, clients, and program organizational plans, policies and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.

3. Ensure that service delivery is performed according to the program's mission, policies and procedures, and service philosophy.
4. Provide leadership to the team.
5. Recruit, select, and train volunteer staff.
6. Provide direct service HelpLine coverage when the shift(s) are unable to be filled.
7. Provide in-service training to volunteer staff on topics related to job functions.
8. Provide supervision to volunteers.
9. On-going communication with Dunn House Shelter Manager and Advocacy Services Director regarding staffing of HelpLine and Dunn House Shelter volunteers.
10. Work as a team member to maintain all services related to a 24-hour crisis intervention, domestic violence, sexual assault, sex trafficking, resource, and referral hotline:
  - Carry a cell phone.
  - Schedule volunteers to cover shifts.
  - Phone coverage with staff/relief staff when volunteers are unavailable.
  - Collect and verify specific and detailed information about community resources for health and social services.
11. Work as a team member to insure coverage of volunteers at the HelpLine. Volunteers working at Dunn House Shelter schedule their volunteer coverage.
12. Attend weekly team meetings.
13. Provide and input client data for tracking information on a daily and weekly basis.
14. Participate in all required staff development and training activities.
15. Participate in meetings with the Director of Advocacy Services.

Other Responsibilities

- Adhere to ethical standards and best practice standards.
- Maintain clear and appropriate communication with other staff.
- Adhere to policies and procedures of the agency, HelpLine, and Dunn House Outreach services.
- Participate in continuous quality improvement process for program evaluation including outcome measures.
- Maintain a positive, professional demeanor at all times with colleagues, volunteers, community partners, and community members.
- Adhere to requirements of grant/contracts.

Position Name:	HelpLine and Dunn House Outreach Volunteer Coordinator		
Department:	Advocacy Services		
Supervisor:	Advocacy Services Director		
Revision Date:			
FTE:	.875-1.0	<input type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Non-Exempt
Position #:			
Position Open:	Until Filled		
<p>Send your cover letter and resume to be considered for this position.          Please include the position name and position number          in the subject line of your email and in your cover letter.</p>			
<p>For open positions, check our website at <a href="http://www.community-works.org">www.community-works.org</a></p>			
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