

## JOB DESCRIPTION

### **DOMESTIC VIOLENCE/SEXUAL ASSAULT PROGRAM COORDINATOR**

The Domestic Violence/Sexual Assault Program Coordinator oversees the day-to-day operations of the domestic violence program including the 24-hour emergency shelter and 24-hour hotline services. The Coordinator provides supervision, training, and leadership to the domestic violence program staff. This position is responsible for reviewing, evaluating, and making program adjustments as part of continuous quality improvement of the domestic violence/sexual assault program.

#### **DUTIES:**

1. Work with the Vice President of Housing to develop the annual goals for the domestic violence and sexual assault response program.
2. Assist Vice-President of Housing with the development and maintenance of program grants and complete all monthly, quarterly, and semi-annual reports for the domestic violence and sexual assault recovery program.
3. Work collaboratively with the Vice President of Housing for the creation and monitoring of the program budgets. Make recommendations for adjustment in expenses should revenue not match budgeted amounts.
4. Oversee the sexual assault response program to include the design and training content for volunteers and developing a 24/7 coverage schedule for volunteer response to the Centra Southside Community Hospital Emergency Department SANE unit.
5. Maintain confidential and accurate records and statistics on services provided and ensure information is entered into appropriate databases promptly.
6. As needed, provide direct client services to victims of domestic violence which may include initial screening and needs assessment, information and referral, crisis intervention, education, and emotional support and/or advocacy.
7. Provide crisis intervention and technical assistance to survivors and non-offending caregivers on the hotline and in the hospital setting.
8. Work closely with all service systems and advocate for the client when needed.
9. Development and maintenance of a prevention program with appropriate staff and community partners.
10. Participate as a member of the community coalitions/workgroups related to domestic violence and sexual assault victim services and Heartland Local Planning Group.
11. Foster community relations and promote the visibility of the program through participation with community-based service organizations and projects; speak before groups to promote interest and support; work with staff to develop other public awareness activities.
12. Responsible for performing all other duties as assigned by the Vice President of Housing.

**QUALIFICATIONS:** Completion of a bachelor's degree program in a social services field with 3 years of supervisory and grants management experience preferred. Must have excellent written and verbal communication skills. Knowledge of domestic/sexual violence trauma and its impact on the victim and family. Knowledge of trauma informed service provision and willingness to work with community partners in a service delivery

system, and with directly impacted individuals to provide holistic and effective services and prevention.

#### PHYSICAL DEMANDS OF THE ESSENTIAL FUNCTIONS:

1. Knowledge of professional casework principles and methods.
2. Knowledge of service delivery area and the community resources and agencies that serve the area.
3. Knowledge of current social, economic, and health problems and the resources to meet target population needs.
4. Knowledge of various program eligibility requirements, including governmental, utility company, or those required by other funding sources.
5. Knowledge of individual and group behavior and ways to effectively work with each.
6. Knowledge of Microsoft Office 365, including but not limited to Microsoft Word, Outlook, Excel, and PowerPoint.
7. Knowledge of federal, state, city, laws, programs, and resources.
8. Knowledge of crisis intervention and family case management.
9. Knowledge of conflict resolution strategies.
10. Effective oral and written communication skills.
11. Ability to accurately track and report data.
12. Ability to maintain meticulous and up to date case files.
13. Ability to correctly assess situations within scope of responsibility and to make sound judgments within existing laws, policies, and regulations.
14. Ability to establish and maintain effective working relationships with parents, children, co-workers, and representatives of other agencies and programs.
15. Ability to plan daily activities to achieve identified goals.
16. Ability to independently problem solve and provide guidance to other team members.
17. Ability to maintain a high volume, fast paced caseload.
18. Ability to communicate and work with individuals possessing targeted barriers to self-sufficiency.
19. Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds.

#### EMOTIONAL DEMANDS OF THE ESSENTIAL FUNCTIONS:

1. Must be able to change routine in a positive manner.
2. Must be able to follow through on assignments independently.
3. Must have good organizational skills.
4. Work output must be at a competitive level.
5. Must be able to solve problems as they arise.
6. Must have stable work behaviors on a daily basis.
7. Must have adequate individual coping skills.
8. Must be able to maintain good work attendance.
9. Must be able to participate in decision making.
10. Must be able to respond appropriately to emergency situations.
11. Must be able to exercise good judgement in an effort to maintain a safe work environment.

## CONFIDENTIALITY STATEMENT

I acknowledge the receipt of a copy of the STEPS' Employee Handbook.

I understand that persons receiving STEPS services (participants) are protected by a code of Human Rights. I further understand that I am not to discuss issues concerning STEPS participants as this information is confidential and cannot be released per state law. I am also aware that violation of participants' rights, which includes breach of confidentiality, will result in my services no longer being needed by STEPS.

I understand the responsibilities of this position and am capable of performing the physical and emotional demands required.

---

Employee Signature

---

Date

---

Supervisor Signature

---

Date

6.29.2023