



HOPE Coalition Position Description

Position Title: Outreach Manager

Responsible To: Executive Director

Supervisory Responsibilities: Outreach Advocates, Kids Count Advocates, Housing/CCF Program Coordinator, Sexual Assault Volunteers

FLSA Status: Hourly/Non-exempt

POSITION SUMMARY (PRIMARY OBJECTIVES OF POSITION):

The purpose of this position is to oversee the day-to-day operations and client services of HOPE’s Outreach/Community Based Programming including Kids Count, Sexual Assault, Domestic Violence Outreach, Community Care Fund and Housing Support Services. This includes providing support, coaching, supervision and evaluation to advocates and volunteers, overseeing, developing and evaluating programming, preparing reports, community engagement and education, and providing direct services when needed. This position helps facilitate the incorporation of best practices and service standards in all programming.

ESSENTIAL FUNCTIONS:

<u>Weight</u>	<u>Function/Duty</u>
	List of major tasks, duties and responsibilities of the position, and the percentage of time spend on each
75%	<p>Supervision and Program Management</p> <ul style="list-style-type: none"> • Provides supervision, coaching, oversight and performance management (or evaluation) to supervisees and volunteers on a regular basis • Conduct and facilitate team meetings • Assists with 24-hour on-call responsibilities • Approves time cards • Oversees training of new advocates and coordinates professional training opportunities for supervisees • Understands and reviews program budget • Controls program expenditures in accordance with program budgets • Works with Human Resources Specialist in hiring of new advocates • Recruits, trains, and supervises volunteer sexual assault advocates • Volunteer Coordination: maintain communication and plans with direct service volunteers and track hours • Develops and oversees hotline calendar • Plans and develops methods and procedures for creating, implementing and evaluating programming
15%	<p>Direct Service</p> <ul style="list-style-type: none"> • Provides trauma-informed direct services to victims of domestic abuse, sexual assault, child abuse and people in financial crisis

	<p>including support, advocacy, crisis intervention, safety planning, financial planning, parenting support, information and referrals</p> <ul style="list-style-type: none"> • Assist in coordination and follow through of case management recommendations • These duties will be completed while training new advocates and as needed
5%	<p>Community Outreach and Awareness</p> <ul style="list-style-type: none"> • Presents to service providers, schools and/or community members on issues related to domestic violence, sexual assault, child abuse and poverty as well as services and programs HOPE Coalition provides • Creates presentations for ongoing use by HOPE Coalition and as needed for community partners, staff, volunteers, etc. • Cultivates relationships with key community stakeholders • Attends tabling events to disseminate information related to domestic violence, sexual assault, child abuse and poverty and the services HOPE Coalition provides
5%	<p>Other Duties</p> <ul style="list-style-type: none"> • Understands and can perform duties of Shelter Manager • Performs other duties and assumes additional responsibilities as assigned by the Executive Director

MINIMUM REQUIREMENTS:

- A 4-year degree in human services, social work or a related field
- Plus, 2 years of experience working with people who have experienced domestic abuse, sexual assault, child abuse, homelessness or poverty
- Or, some combination of 6 years of experience/study
- 2 years of supervisory experience

KNOWLEDGE AND SKILL REQUIREMENTS:

- Demonstrates commitment to the agency’s mission, philosophy and core values at all times while providing support which reflects the agency’s best practices
- Knowledge of domestic violence, sexual assault, child abuse and homelessness and the dynamics surrounding issues of power and control
- Excellent interpersonal, verbal, and written communication skills
- Experience utilizing Microsoft Office and web based programs
- Ability to handle the stress of crisis work and respond to numerous demands simultaneously
- Demonstrates listening and mentoring skills
- Knowledge of local and statewide resources
- Demonstrates problem solving skills, including the ability to negotiate, collaborate and manage conflict

- An understanding of and experience working with socially, economically and/or culturally diverse populations and their specific needs
- Ability to work cooperatively as a team member with other staff to create a supportive and professional work environment that assumes positive intent
- Displays self-direction, is motivated and demonstrates discerning professional decision making skills

PREFERRED REQUIREMENTS:

- Prior experience with non-profit organizations
- Familiarity with database management

MINIMAL PHYSICAL REQUIREMENTS:

- Lift, carry, push and/or pull up to 50 lbs.
- Interact verbally with internal and external audiences
- Use a computer and other standard office equipment
- Ability to file documents
- Ability to enter data into a computer

OTHER REQUIREMENTS:

- Keep regularly scheduled core office hours
- Work varying hours as required by the position
- Carry a cell phone and assume on-call duties
- Participate in all team meetings
- Keep appropriate records and statistical data (work logs, time cards, mileage, expenses, etc.)
- Understand and comply with agency policies and procedures
- Attend at least 25 hours of related training annually
- Ability to pass background check
- Maintain valid driver's license and personal automobile insurance coverage

This position description will be reviewed periodically and adjusted according to organization need.

HOPE Coalition is an Equal Opportunity / Affirmative Action Employer and will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

I understand the requirements, essential functions and duties of the position.

Printed Name

Employee Signature

Date