



Community Outreach Supervisor

POSITION TITLE:	Community Outreach Supervisor
DEPARTMENT:	Program
REPORTS TO:	Program Director
DESIGNATION:	Regular, Full-Time, Non-Exempt
WORK HOURS	M-F 8am-5pm with some required evening, weekend hours which may vary according to agency needs.
SALARY RANGE:	\$25-\$28 Depending on Experience
BENEFITS:	Group Medical, Dental, Vision, Life Insurance, Paid Leave
TO APPLY:	Email resume and cover letter to Jenniferh@sucasadv.org

POSITION SUMMARY: Provides leadership and development of Community Outreach Services, Education, and Prevention Programs. The Community Outreach Supervisor will develop, implement, and oversee the Prevention & Outreach program that will offer supportive services to survivors of intimate partner violence and increase awareness surrounding healthy attitudes, relationships and behaviors that reduce power-based harm and gender-based violence.

DUTIES AND RESPONSIBILITIES

Daily Operations

- Meets with Directors and Managers to discuss program needs, compliance and performance issues.
- Assists in answering telephone calls, handles crisis and inquiry calls as needed.
- Handles “walk-in” clients, receives and records incoming donations as needed.
- Additional duties and special projects as assigned.

Prevention & Outreach

- Develop, implement, and oversee the Prevention & Outreach program in order to increase access to supportive services and awareness of the issues surrounding intimate partner violence; with an emphasis on domestic and teen dating violence, stalking, sexual violence, and bystander intervention
- Create, assess, and evaluate relevant curriculum for prevention presentations and workshops
- Provide and deliver interactive prevention & outreach presentations (in-person and online); oversee and coordinate all programmatic prevention & outreach efforts and initiatives
- Monitor, track, evaluate and report on effectiveness of outreach & prevention program/curriculum
- Create educational prevention content for social media platforms
- Collaborate with Director of Development and Community Engagement to increase visibility and awareness through social media platforms, outreach events, and community partnerships.
- Promote prevention trainings and outreach services in the community, with an emphasis on schools, non-profit agencies, clubs, and community based organizations

Team Supervision and Leadership

- Coach and lead team staff, interns, and volunteers
- Assure appropriate program and service supervision for team, facilitating ongoing team trainings evaluation, and any needed counseling/disciplinary action

Leadership/Senior Management

- Collaborate with agency senior leadership in regard to operations, grant outcomes, reports, and grant proposals
- Submit timely monthly report to administration

Quality Evaluation and Management

- Collaborate with leadership and management to ensure results-driven performance by evaluation of programs and services
- Create and distribute related reports, describing service outcomes for participants
- In collaboration with Program Director and Shelter Managers, ensure a positive collaborative relationship and meet with program leadership on a consistent basis to have open communication and a collaborative partnership
- Performs other duties as assigned

Community Liaison

- Maintain effective, professional public relations; develop and enhance relationships with community partners
- Serve as Agency spokesperson at community meetings and networking events as directed by the Director of Development and Community Engagement

MINIMUM QUALIFICATIONS

- Bachelor's Degree in Human Services, Social Work, Psychology, or related field and 2 years of related.
- Experience working in a non-profit field, specifically human services
- Experience working with victims of crime or vulnerable populations highly preferred.
- Demonstrated success in developing, evaluating, improving, and sustaining prevention & outreach services, including successful implementation and refinement of innovative programs and services
- Understanding of trauma theory, with experience in implementing trauma-informed service approaches is highly desirable
- Experience in grant writing, grant management, and professional writing is a plus.
- Excellent written and verbal communication and problem-solving skills
- Positive, effective, and professional (oral and written) communications and interactions with a wide range of individuals, including in emotionally charged and stressful situations
- Proven ability to interact, problem-solve, mediate, and manage people in a positive and constructive manner, including during emergency and stressful situations
- Ability to successfully prioritize and execute multiple tasks and/or projects, and ability to work independently and cooperatively as a team member
- Knowledge of the complexity of domestic violence (DV) issues for survivors and their children, with experience with survivors of domestic violence and child abuse or other trauma
- Certification from the 40-hour domestic-violence-services training required by the State of California or obtaining certification within 60 days of employment.
- Flexibility, such as regarding work setting, schedule, responsibilities, clients, and colleagues, and assistance with emergency situations as needed.
- Proficiency in Microsoft Office suite
- Bilingual in English/Spanish preferred
- Valid and current California driver's license, own vehicle; liability insurance, clean driving record, and ability to regularly drive between job sites
- Ability to meet Form I-9 requirements, with appropriate supporting documentation of the right to lawfully work in the U.S.

COMPETENCIES

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, clients, and community partners; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Customer Service - Manage difficult or emotional customer situations; respond promptly to client needs; solicit client feedback to improve service; respond to requests for service and assistance; meet commitments.

Interpersonal Skills - Maintain confidentiality; listen to others without interrupting; keep emotions under control; remain open to others' ideas and trying new things.

Oral Communication - Speak clearly and persuasively in positive or negative situations; listen and obtain clarification; respond well to questions; participate in meetings.

Written Communication - Write clearly and informatively; edit work for spelling and grammar; able to read and interpret written information.

Teamwork - Exhibit objectivity and openness to others' views; give and welcome feedback; contribute to building a positive team spirit; put success of team above own interests.

Professionalism - Approach others in a tactful manner; react well under pressure; treat others with respect and consideration, regardless of status or position; accept responsibility for own actions; follow through on commitments.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of client, community partners, and colleagues.

RECOMMENDED: Su Casa is committed to providing equal employment opportunities to all employees and applicants, without regard to race, ethnicity, religion, color, sex (including pregnancy, childbirth, breastfeeding, and related medical conditions), gender, gender identity, gender expression, sexual orientation, national origin, ancestry, citizenship status, uniform service member and veteran status, marital status, pregnancy, age, protected medical condition, genetic information, disability, or any category protected by applicable federal, state, or local law. Su Casa will conform to the spirit, as well as to the letter, of all applicable laws and regulations. A member of Su Casa's administration will provide a copy of this policy upon request.

EQUAL EMPLOYMENT OPPORTUNITY

Su Casa recognizes and supports its obligation to reasonably accommodate applicants and employees with physical or mental disabilities or religious beliefs or practices in order to allow them to perform the essential job functions. The Agency will provide a reasonable accommodation for any known physical or mental disability, and/or religious beliefs and observances, to the extent required by law, provided the requested accommodation does not create an undue hardship for the Agency, and/or does not pose a direct threat to the health or safety of the individual or others in the workplace. An individual requiring such accommodation must notify Human Resources.

Physical Demands

The physical demands described here are representative of those the employee must meet to successfully perform the essential functions of this job. Su Casa may make reasonable accommodations to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; climb stairs; sit; use hands-to-finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stoop, kneel, or crouch.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Su Casa may make reasonable accommodations to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

The above statements describe the general nature and level of work for this position, and are not an exhaustive list of all duties and responsibilities. Su Casa's management team reserves the right to amend and change responsibilities to meet business and organizational needs. Finally, this job description does not constitute a written or implied contract of employment.