

Intervention Support Services Coordinator – Community Services

We are currently seeking an experienced DV practitioner to support the day-to-day administrative / management function of the community services team including assigning referrals, ensuring timely, high-quality services, acting as the daily single point of contact for operations, and coordinating survivor support groups, presentations, and training. The successful candidate will also support the Intervention Support Services Manager to orient, train, and develop community services staff and others.

All Intervention Service Coordinators participate in a weekend / holiday standby rotation where they are on call for around one weekend per month to support crisis line and shelter staff when complex or emergency situations arise. Support is typically through a phone call or text response, (Coordinators are rarely required to report onsite) so Coordinators are not restricted in terms of travel or activities while on standby. A per-shift stipend is payable for standby time.

The Coordinator will spend up to 25% or 10 hours/week engaged in these responsibilities, with the remainder of their schedule spent in direct service work.

Primary duties for direct service work include:

1. Provide technical assistance, education, training, and case consultation to staff of partner agencies.
2. Provide in-person services to partnering agency clients with D.V. issues. Provide full case management services to clients as needed.
3. Facilitate evening Support Groups for DV survivors (The Coordinator will typically start and finish work later one or two days per week, to accommodate Support Groups).
4. Maintain program record information for tracking, evaluation, and reporting purposes.
5. Attend meetings, build/maintain effective relationships with partnering agency.

Primary duties for administrative / management work include (<25% of time):

1. Review referrals and coordinate the team's response and service delivery to crisis line callers who need the assistance of a Liaison.
2. Coordinate support groups including acting as point of contact for crisis line team, schedule groups, monitor quality of service provision, facilitate support group-related meetings, provide support for client or group leader issues, and schedule and support program volunteers.
3. Coordinate the provision of training and technical assistance including acting as point of contact for training requests, schedule training, send pre and post information, monitor quality of service provision, provide support for staff performing the training.
4. Act as the point of contact for community services team, provide support for client or staff issues.
5. Support the integration of policies, procedures and service delivery standards that ensure streamlined, high-quality services and a positive experience for all clients.
6. Assist in training staff in STAND!'s approach and processes: policies, protocols, documentation standards, data input, culturally responsive approaches, compliance, etc.
7. Assist in training staff in core skills: peer counseling, safety planning, case management, facilitating groups, making referrals, client notes etc. Provide ongoing coaching and support as needed.
8. Assist in onboarding new staff to the team and provide ongoing support.
9. Orient, train, and supervise volunteers supporting the program.
10. Support manager in program development and evaluation efforts: monitor and evaluate service provision, research and promote changes that improve services, and help the team meet their goals. Support manager to integrate

program changes / improvement measures.

11. Coordinate and/or deliver in-service training about programs/services, and other areas of expertise. Present at internal training events including orientations, DV Counselor training, etc.
12. Train / provide administrative support for the team's program data collection; support manager with data management and preparing and producing reports.
13. Collaborate with other coordinators to build capacity, communicate effectively, and coordinate and integrate services across intervention support services, and the agency.
14. Actively contribute to and participate in cross-agency work including all staff meetings, coordinator meetings, agency committees, etc.
15. Facilitate / attend meetings in absence of manager.
16. Partner with manager in safety and health-related activities and act as location safety representative. Implement safety protocols and activities within the team.

Qualifications:

1. BA in social work, counseling or related field, or equivalent experience
2. 3-5 years' experience working the Domestic Violence field direct services model.
3. Knowledge of the dynamics of domestic violence and effective domestic violence intervention strategies
4. Demonstrated ability to build and maintain collaborative relationships with internal and external partners
5. Knowledge of community resources in Contra Costa County and/or other state/national resources for survivors and their families.
6. Experience producing reports, or pulling together data for another to produce reports
7. Strong writing and communication skills
8. Proficiency in computer skills, especially using Outlook, Word, Excel and customized databases such as ETO
9. Ability to work as a team player
10. Strong organizational skills.
11. Adept critical thinker and problem solver with demonstrated ability to effectively coordinate response to crisis situations
12. A growth, learning, development orientation
13. Flexibility to work additional hours when needed

Preferred Qualifications

1. Bilingual Spanish/English
2. Previous experience training, coaching, and/or providing guidance to staff and/or volunteers

To apply:

Current STAND! employees who are interested and meet the required qualifications should apply by emailing a **cover letter, resume, and completed Internal Transfer/Promotion form** to: resume@standffov.org by **5pm Tuesday September 5th**.

External applicants should email their cover letter, resume and the names of three supervisory references to resume@standffov.org Please put "ISC" in the subject line of your email.

STAND! For Families Free of Violence is an Equal Opportunity Employer committed to staff diversity. We welcome applications from qualified individuals of all backgrounds.

Revised: 11/13/23

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