

Job Posting

Emergency & Support Services Coordinator

Job Type
Part-Time

Published:
January 10, 2018

Application Deadline:
Open Until Filled

Location
Public Office
1202 SE Douglas Ave
Roseburg OR 97470



Battered Persons' Advocacy (BPA) is a private non-profit organization established in 1978, serving Douglas County Oregon, and is committed to creating a community free from family violence, sexual assault and stalking through support, education and empowerment.

BPA is seeking a certified Emergency Services Coordinator to join the diverse BPA team to coordinate BPA's Emergency Services Program primarily located at Public Office. All applicants must be familiar and agree with BPA's mission statement and guiding principles regarding survivor empowerment, inclusiveness, and social change.

BPA values diversity in the workplace and values the importance of addressing issues of racism, homophobia, able-bodyism, and other issues of oppression in order to make services accessible to all individuals regardless of race; color, sex, gender identity or expression; sexual orientation; national origin; religion; age; ethnic background. *Survivors and people from historically marginalized communities are strongly encouraged to apply.*

Please submit an application packet containing: cover letter and resume to the Executive Director. Please highlight any experience that specifically addresses the essential functions of this position. This position is open until filled. **First screening begin January 29, 2018.** To submit an application electronically, email melanie@peaceathome.com with Emergency Services in the subject line. To submit your application via postal service, please send it to: PO Box 1942, Roseburg OR 97470.

Goal Statement: The Emergency & Support Services Coordinator responsibilities include answering the crisis line, responding to individuals and families in crisis/need, advocating for victims of family violence, sexual assault and stalking, and providing peer support to victims and survivors.

Job Functions & Responsibilities:

Client Services

- Answer crisis line calls, provide effective crisis intervention and assessments
- Provide peer support for survivors of family violence, sexual assault and stalking
- Maintain client and staff confidentiality under the direction of the law and agency policies
- Provide emergency transportation within Douglas County and outside of the area when necessary
- Advocate for clients with other agencies and community partners to coordinate services
- Provide inter-agency referrals when needs are identified

Personnel & Teamwork

- Promote team cohesion and productivity; role model for peers and volunteers
- Perform responsibilities efficiently and promptly, practicing good professional judgment
- Deal appropriately with poor performance and conflict
- Actively participate in staff development activities
- Provide opportunities for team building and information sharing with volunteers
- Coordinate monthly trainings that meet DHS requirements and agency needs

Program Development

- Ensure appropriate policies, procedures and services are implemented to effectively support survivors
- Manage crisis line operations including calendars, answering services protocols
- Recruit, train, schedule and supervise volunteers

Resource and Outreach

- Actively consider costs (time, money and materials) when performing essential duties
- Conduct community outreach activities and presentations

Other

- Maintain statistics and documentation promptly and accurately
- Network with other social service agencies to maintain good working relationships
- Coordinate the tracking of emergency services utilization such as: direct client services, one-on-one assessments, feedback surveys, etc.
- Track volunteer hours, report volunteer activities
- Keep records and resources up to date and accessible to advocates and clients

Qualifications and Skills:

The Emergency & Support Services Coordinator must be capable of and consistently exhibit:

- Ability to perform crisis intervention and work with families in crisis
- Being sufficiently self-aware of personal issues when interacting with trauma survivors/clients
- Ability to effectively communicate both verbally and in writing
- Strong computer skills
- Ability to resolve conflict effectively
- Self-motivated with the ability to work with minimal direct supervision

- Innovative thinker, with the ability to develop and implement programs
- Active listening, effective communication skills
- Ability to represent organization in professional manner to clients and community
- Effective multi-tasking and ability to prioritize, organize and delegate tasks when necessary
- Ability to effectively advocate for clients
- Compassion and empathy, understanding, patience when dealing with others
- Cultural competency: recognition of and respect of diversity
- Creative and innovative thinking
- Flexibility, ability to adapt to change
- Honesty, integrity
- Extensive knowledge of domestic violence and sexual assault
- Knowledgeable about community resources available to victims of domestic violence, sexual assault and stalking

Physical demands to perform regular duties of this job include:

Remaining in a stationary position for long periods of time; constantly operate a computer and other office equipment; frequently moving audio/visual equipment, training materials, and office supplies weighing up to 25 pounds; occasionally sets up training/meeting spaces.

Other Requirements

- Ability to occasionally travel within and outside of Oregon State. Must have current driver's license and proof of car insurance. BPA will request a driving record at no cost to the applicant.
- Ability and willingness to be on call, work weekends and evenings is required
- Must be able to exchange accurate information. The person in this position frequently communicates with clients, peers, community partners, and stakeholders.
- Adheres to all agency policies and practices.
- Current criminal background/fingerprint check and pre-employment drug screening required.
- Other duties may be assigned by Executive Director.