

## WOMEN HELPING WOMEN: JOB DESCRIPTION

### **POSITION TITLE: Butler County Volunteer Coordinator**

**FUNCTION:** Trains, recruits, and supervises volunteers for the Butler County office, assists in providing direct services and community awareness trainings / events. The Butler County Direct Service Team provides individual and systems advocacy (within legal, court, medical, social service, and law enforcement systems), crisis intervention over the phone, short-term individual crisis intervention, information and referrals; facilitation of support groups to survivors of sexual assault. Works consistently within the mission statement of the Agency.

**KEY JOB RELATIONSHIPS:** Reports to Director of Butler County Services, manages volunteers, serves survivors, collaborates and coordinates with community agencies, organizations to provide appropriate resource/referral sources

**QUALIFICATIONS:** BA/BS in Education or Human Service Related Field or equivalent experience required. 3 years of experience in field (SA, DV, crisis intervention with victims, advocacy) required. 1 to 2 years of experience delivering direct services in field required. 1 to 2 years supervisory experience in field (supervising direct service delivery) required. Demonstrated management and/or administrative ability required. Demonstrated ability to design, deliver, and evaluate training / education required. Experience in grant writing and reporting, and relationship and coalition building preferred. Computer literacy (MS Office, databases, email, etc.) required.

### **RESPONSIBILITIES & EXPECTATIONS:**

#### **Programming**

Coordinates, manages, and trains volunteers and provides direct service to survivors of sexual assault.

- Develops policies and practices for volunteers. Ensures that adopted policies and practices are implemented.
- Initiates, plans and delivers 40-hour intensive trainings for volunteers and interns.
- Recruits and manages volunteers and interns.
- Develops and provides program services that are client focused to support and meet client/community needs, excellent in quality, and within the scope of the Agency's vision, mission, core beliefs, and values.
- Provides telephone and one-on-one crisis intervention, hospital advocacy, civil and criminal court accompaniment, and support group facilitation as needed/assigned.
- Assists client with safety planning and provides information and referrals with each client as appropriate.
- Accompanies clients to proceedings/appointments/meetings as needed to provide information,

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advocacy, support, and safety, as needed/assigned.

- Maintains access to reliable transportation and maintain insurance on vehicle(s) used for duties.
- Is available for hospital on-call shifts at as needed determined by the supervisor.
- Provides program services that are:
  - Client focused to support and meet client/community needs.
  - Excellent in quality and empowering to the clients.
  - Affirms the value of diversity and inclusion, and is respectful to all survivors (e.g., gender identity, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee status, and sexual orientation).

### **Outcome Analysis of Programs & Continuous Improvement**

- Maintains highly accurate records / reporting systems / statistics and submits on time (e.g., documentation for WHW, for funders, for partner agencies).
- Participates in the on-going process of evaluation and revising policies, procedures, and forms as appropriate.
- Maintains file information that is usable and accessible to colleagues.

### **Agency Teamwork**

- Establishes and maintains effective and professional working relationships with coworkers, volunteers, interns, donors, and board members.
- Participates in any additional training and development opportunities provided by the Agency.
- Provides training, support, and evaluation of volunteer and interns assigned to this position, including verification of observation logs, as requested by supervisor.
- Participates actively in Agency meetings and functions.

### **Community Leadership**

- Develops and maintains effective, professional, and collaborative relationships with others in the community.
- Collaborates with other Agency staff to ensure the provision of crisis intervention, support and advocacy is coordinated with other community systems.
- Exercises discretion when representing the Agency and maintains confidentiality in interactions within community as appropriate.
- Consistently advances the Agency and promotes positive public relations.
- Affirms the value of diversity, and is respectful of others in regards to/ does not discriminate based on gender, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee status, and sexual orientation.

### **Supervision:**

- Provides general management and oversight to volunteers and interns to ensure success of

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volunteers and Agency, and efficient use of resources.

- Conducts supervision meetings with volunteers, keeping supervisor informed of program or volunteer related issues.
- Conducts interviews for volunteers. Reviews existing and recommends new criteria, develops interview questions and interviews candidates, makes selection recommendations.
- Assigns tasks and responsibilities to volunteers.
- Facilitates volunteer meetings regularly. Ensures teamwork and cohesiveness among team members, as well as with teams throughout the Agency.
- Makes recommendations and provides documentation for volunteer disciplinary and termination actions. Takes appropriate steps with prior approval.

**OTHER REQUIREMENTS:** To facilitate Agency effectiveness, may be expected to take on other duties assigned. Availability of transportation in order to provide service in the community is required.

**ACCOUNTABILITY:** Director of Butler County Services  
**HOURS:** Full Time  
**PAY BASIS:** Hourly, non-exempt  
**BENEFITS:** As stated in the current Human Resources Policies

**CONFIDENTIALITY:** May be involved in confidential personnel, and interagency issues. Responsible for client confidentiality.

Women Helping Women complies with applicable laws requiring reasonable accommodations for individuals with disabilities.

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