



**Community Engagement Coordinator
(Full-time, Regular, Non-Overtime-Exempt)
November, 2018**

Our Mission

Safe Passage is dedicated to creating a world free of domestic violence and relationship abuse.

We support survivors and their families.

We engage our community.

We advocate for systemic change.

Safe Passage provides individualized support to address survivors' holistic needs for safety and healing in the aftermath of domestic violence and relationship abuse. Our programs include emergency shelter, trauma-informed counseling and support groups for survivors, families and children, community engagement and prevention, and individual and system advocacy.

Expectations of all employees

In the performance of essential and general job responsibilities, all Safe Passage employees are expected to:

- Demonstrate commitment to Safe Passage's mission and principles of diversity and inclusion
- Represent Safe Passage in a professional and competent manner to clients, organizational partners, and other stakeholders
- Perform quality work within deadlines
- Work effectively as a team contributor on all assignments while contributing to a positive working environment for staff and volunteers
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Position Purpose

The Community Engagement Coordinator has the primary responsibility of ensuring the functionality and success of the volunteer program at Safe Passage. This includes the recruitment, education and training, placement, and supervision of volunteers and interns that support the programs, services, and operations of Safe Passage. Additionally, the Community Engagement Coordinator works cooperatively with the Director of Community Engagement to propose, adopt, and continuously improve volunteer programming, including policies and procedures. As part of the Community Engagement Department, the Community Engagement Coordinator has additional responsibilities of providing outreach, training, and education to the community and supporting the Director of Community Engagement in prevention programming and initiatives, with special focus on agency-wide communication strategies and content.

Reports to: Director of Community Engagement

Supervises: Volunteers, interns, and work study students

Essential Responsibilities

Volunteer Program and Training Coordination

- Develop, plan, and implement volunteer and internship recruitment, orientation, ongoing training, scheduling, placement, and recognition activities.
- Coordinate and provide supervision, support, and evaluation for all volunteers and interns.
- Arrange for pre-volunteer interviews, CORIs, reasonable accommodations, and other required paperwork for new volunteers.
- In collaboration with Director of Community Engagement, and in consultation with staff, identify agency volunteer and internship needs, projects, and priorities.
- Provide timely management of volunteer and internship communications and correspondence, including, but not limited to written evaluations and recommendations.
- Maintain volunteer and internship records; utilize and maintain database for tracking volunteers and interns.
- Coordinate on-going support, education, and engagement opportunities for volunteers. Track and evaluate participation and impact.
- Collaborate with Director of Community Engagement and other staff to improve, expand, and implement necessary changes to existing volunteer and internship programming.
- Coordinate and manage the process to the review, revise, maintain, and communicate about volunteer policies and procedures.
- Develop and facilitate orientation and training sessions to serve agency staff and volunteers. Coordinate and schedule all volunteer orientations and trainings.

Communications and Outreach

- Contribute to the implementation of agency outreach plan in collaboration with the Director of Community Engagement, other staff, interns, and volunteers.
- Contribute to agency communication plan and in collaboration with the Director of Community Engagement, develop, edit, and distribute content through various platforms.
- Develop and manage internal and external volunteer program communications and collaborative relationships.
- Serve as a member of the Outreach Team and contribute to coordinated effort to support and train staff, interns, and volunteers who engage in outreach activities.
- Participate in team meetings, task forces and committees, fundraising and outreach events.
- Develop and present uniform, introductory presentations to a variety of community partners and organizations.
- Support volunteers and staff in their community engagement skills through structured presentations, materials and train the trainer workshops.

Community Engagement

The Community Engagement Coordinator is a member of the Community Engagement Department. As part of a team effort, all staff in this department share the following responsibilities:

- Supervise and support engagement volunteers and interns.
- Contribute to creation of communications messaging in accordance with the agency communications plan and strategy.
- Conduct prevention programming in alignment with Safe Passage's strategic plan, social justice and empowerment-based approach, and professional best-practice, including facilitating Say Something LABs and trainings.
- Build relationships in the community and conduct outreach, education, and training for internal and external stakeholders/collaborators/partners in accordance with the agency outreach plan and strategy.
- Support the presence of survivors in community settings by: Modelling healthy boundaries and skills of emotion regulation; Articulating boundaries of what you can do within your role and provide warm referrals, within Safe Passage and externally; Maintaining personal boundaries in the community and on social media that consistently affirm the reality of Safe Passage confidentiality; Responding to disclosures and discussion of interpersonal violence with professional best practice in dyadic and mezzo settings.

Administrative Duties:

- Attend monthly staff meetings.
- Participate in regular supervision with the Director of Community Engagement.
- Participate in Outreach, Engagement, and Communications team team meetings as directed by supervisor.
- Participate in coalition meetings, task forces, and committees, as directed by supervisor.
- Maintain appropriate files, records, documentation, and statistics.
- Submit reports and information as needed for reporting to funders, board of directors, and others.
- Participate in the development and implementation of department and agency planning, strategy, and evaluation.
- Help to create a positive working environment for staff and volunteers
- Contribute to developing policies and protocol, as relevant to area of expertise.
- Maintain absolute confidentiality of information, written or verbal, according to Safe Passage policy and legal requirements.

Qualifications

- Knowledge of domestic and sexual violence.
- Commitment to equality and social justice.
- Experience working in a diverse, multicultural workforce.
- Familiarity with electronic database programs.
- Proficiency and comfort utilizing and troubleshooting technology, including but not limited to website and social media, databases, and cloud-storage programs.

- Experience providing counseling, advocacy, and/or community education and outreach in domestic violence or related issues.
- Excellence in volunteer coordination, facilitation, and/or events management.
- Ability to work independently as well as collaboratively with other staff.
- Excellent interpersonal, written and verbal communication skills
- Experience with content generation for communication strategies.
- Demonstrated efficiency in problem solving and critical thinking skills.
- Strong administrative and organizational skills. This should include comfort with Microsoft Word, Excel, and Google products to plan, track, and communicate.
- Excellent time management skills, attention to detail, judgment, and ability to prioritize and manage multiple tasks.
- Ability to represent Safe Passage in a professional and exceptional manner.
- Bilingual skills (Spanish and English) are a plus.

Education

Bachelor's degree in relevant field preferred. Candidates with non-traditional pathways and commensurate life/work experience considered.

Work Hours

35 hours per week, typically Monday through Friday 9am to 5pm. However, hours are somewhat flexible as training and outreach obligations will occur in evening hours and on weekends.

Classification, Benefits, and Compensation: This is a full-time, regular position. Benefits are consistent with Safe Passage personnel policies and relevant state and federal laws. Salary commensurate with Safe Passage budget and applicant's experience.

To apply: Send cover letter and resume to spjobs@safepass.org with the subject line of Community Engagement Coordinator. Application deadline is December 10th, 2018. Applications may be considered after the deadline until position is filled.

For more information about Safe Passage and domestic violence, visit our website at www.safepass.org.

Safe Passage works on a daily basis to earn its position as a justice-centered employer of choice in Western MA. Toward this goal, Safe Passage is an Equal Opportunity Employer with a strong organizational commitment to the achievement of excellence, diversity, and inclusion among staff.

