



Outreach Coordinator
(Part-Time, Regular, Overtime Non-Exempt)
October 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 Outreach Coordinator is an integral part of Safe Passage's efforts to reach and engage survivors and communities with a special emphasis on marginalized populations. The Outreach Coordinator is responsible for establishing and maintaining relationships with community partners, assessing the status of current partnerships and working with staff to identify

priorities. This position works collaboratively to develop and implement an agency-wide outreach plan and works to identify, track, and evaluate effective outreach activities in the community. The Outreach Coordinator is a vital member of the team working to provide culturally and individually responsive service and education to individuals, organizations, and communities.

Reports to: Director of Community Engagement
Supervises: Volunteers and interns

Essential Responsibilities

Outreach Coordination

- Establish and strengthen relationships with collaborators and organizations, especially those focusing on marginalized populations.
- Collaborate with outside agencies to create opportunities for outreach, educational opportunities, and cross-training. Track the strength of relationships with collaboration partners and provide proposals for strategic next steps.
- Contribute to the development of agency outreach strategies and initiatives in collaboration with the Director of Community Engagement and agency leadership.
- Implement Safe Passage's outreach plans and initiatives in collaboration with staff, interns, and volunteers.
- Serve as a member of the Outreach Team and contribute to a coordinated effort to support and train staff, interns, and volunteers who engage in outreach activities.
- Implement tools for evaluating the effectiveness of outreach activities and trainings.
- Generate and maintain tools, materials, and resources to support staff in conducting outreach.
- Organize, plan, and conduct workshops and trainings as needed. Serve as a member of the Engagement Department Team of Say Something facilitators.

Website and Collateral Materials

- Generate and update content for outward facing communications such as website, brochures, and social media as part of the overall communications and outreach plan.
- Develop content and functionality of website, social media, and collateral materials in order to proactively reach out to survivors, family members, professionals, and community members.
- Coordinate development of brochures and other outreach materials.
- Work with external consultants such as copy-editors, translators, graphic designers, and printers, as needed.

Community Engagement

The Outreach 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 of 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 one-on-one and group settings.

Administrative Duties

- Attend monthly staff meetings.
- Participate in regular supervision with the Director of Community Engagement.
- Participate in Outreach, Engagement, and Communications team meetings as directed by supervisor.
- Participate in clinical supervision 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 and Experience

Experience

One to three years of relevant experience required.

Required qualifications

- Knowledge of domestic and sexual violence.
- Demonstrated commitment to equality and social justice.
- Familiarity with electronic database programs.

- High level of 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.
- Excellent facilitation and/or public speaking skills. Experience with facilitation of various sizes of groups and/or events management.
- Ability to work independently as well as collaboratively with other staff.
- Excellent interpersonal, written and verbal communication skills.
- Demonstrated efficiency in problem solving and critical thinking skills.
- Strong administrative, organizational, written/verbal communication 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.

Experience A Plus

- Bilingual skills (Spanish and English).

Education

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

Work Hours

20 hours per week. Flexible but relatively predictable schedule that includes some work hours on weekdays between 9am and 5pm, as well as evenings and weekends.

Classification, Benefits, and Compensation: This is a part-time, regular, overtime non-exempt 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 Outreach 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.