

Job Title:	Community Intervention and Education Coordinator		
Department/Group:	Programs & Services	Reports to:	Director of Programs & Services
Work Location:	Community Service Center	Classification:	Exempt

RESPOND Overview

RESPOND partners with individuals, families and communities to end the serious public health issue of domestic violence. RESPOND strives to achieve its mission through prevention, intervention and education services that promote safe, healthy relationships.

A pioneer in the movement to end domestic violence, RESPOND is New England’s first domestic violence agency and the second oldest in the nation. Its work began in the early 1970s, when four women from Somerville, Massachusetts started a grassroots effort to support victims of domestic violence by opening their own homes as safe havens for women fleeing abuse. In 1974, these “founding mothers” formed RESPOND, an organization that has provided life-saving shelter, support services, training and education programs to hundreds of thousands of members of the community since then.

Position Overview

The Community Intervention and Education (CIE) Coordinator is responsible for the coordination, implementation and delivery of quality of direct services provided at RESPOND, Inc. to survivors of domestic violence and their children in the myriad of Community-based Services in the CIE program. The CIE Coordinator is responsible for creating curriculum and coordinating the training for a variety of community based organizations, businesses, individuals, civic groups and internal staff on domestic violence related topics.

Primary Responsibilities:

General:

- Supervise, coordinate and provide direct services to survivors in the CIE programs.
- Provides supervision to direct service staff, volunteers and interns.
- Conducts intakes and assessments and coordinates admittance into RESPOND programs.
- Answers RESPOND’s support line and provides emotional support, referrals and resources.
- Attends appropriate professional development opportunities.
- Serves as a liaison to various public and private agencies as assigned by the Director of Programs and Services.
- Works collaboratively with the other coordinators, volunteers, and interns to contribute positively to the team.
- Assists with orientation and onboarding of new staff, interns and volunteers as well as hosts volunteer information sessions.
- Participates in related meetings, including Program and Services meetings, RESPOND staff meetings, and monthly Leadership Team meetings.
- Represents RESPOND in collaborative bodies and external meetings as needed.
- Coordinates the intern and volunteer programs.

- Creates curriculum, trains staff, and coordinates the facilitation of external training and educational requests.
- Maintains confidentiality by keeping identity, personal information, and location of clients private and not sharing with any third parties. This includes the identity and location of the shelter and scattered site apartments.

Customer Service:

- Intervenes during crisis to secure physical and emotional safety for the children.
- Works with families to ensure a safe environment for children.
- Monitors the Community Service Center (CSC) to ensure a safe play environment.
- Provides structure for and engages children when families need assistance.
- Works closely with volunteers, caregivers, and children to find opportunities to enrich family dynamics.
- Greets and proactively assists all who enter the facility or event location.

Program Development:

- Participates with staff in ongoing development and refinement of program effectiveness, including but not limited to: providing assessment of program tools; designing new services or programs for individuals and children; networking with various service provider agencies; and writing and translating signs, agreements, documents or other publications as needed.
- Develops a familiarity and connection with local schools, after-school programs, DTA, healthcare providers, education resources, job training programs, housing resources, parenting groups and other entities in RESPOND's service area as well as statewide resources that support individuals and their children who have survived domestic violence.

Physical Facility:

- Oversees the security and safety of the Community Service Center (CSC) during shifts.
- Responds to facility emergencies with the assistance of the Director of Programs and Services.
- Partakes in the daily cleaning and sanitation of work spaces.
- Completes maintenance, minor repairs, and upkeep assignments as directed.
- Coordinates with the Director of Finance and Director of Programs and Services for IT needs.

Direct Service Support:

- Prepares and maintains all appropriate records and data collection systems in a timely manner.
- Provides and submits accurate reports and time cards in a timely manner.
- Collects and monitors data to ensure program is meeting its identified goals.
- Coordinates the hiring of CIE direct service staff in conjunction with Director of Programs and Services.
- Compiles monthly direct service statistics, quarterly reports and other information as needed.
- Coordinates Community Service Center (CSC) coverage schedules.
- Monitors program budgets and grant compliance in conjunction with the Director of Finance and Director of Programs and Services.
- Collaborates with Director of Philanthropy and Engagement for development needs.

Other:

- All other duties as assigned.

Qualifications, Experience & Skills

QUALIFICATIONS:

- Graduate degree in social work, mental health counseling, education or other human services related field preferred; life experiences and work history also considered.
- Five years of experience in human services/education setting(s), with experience working with families and children, trauma and abuse survivors and those with mental illness.
- At least two years supervisory experience required.
- Proven ability to deliver quality and effective domestic violence related training programs.
- Access to a personal vehicle and possession of a valid driver's license, and a willingness to travel frequently within RESPOND's service area.
- Must have or be willing to obtain the 25-hr Domestic Violence Training Certification.

SPECIAL SKILLS REQUIRED:

- Basic computer skills for communication and data entry.
- Strong written and oral communication required. Second language(s) strongly desired/preferred. Ability to express oneself clearly verbally, in writing, and through public speaking.
- Ability to identify a need and develop strength based programming to further the mission of RESPOND to end domestic violence.
- Ability to deliver effective trainings explaining the cause and effects of domestic violence to a varied audience.
- Ability to manage multiple tasks, program delivery locations and deadlines simultaneously.
- Ability to meet deadlines with minimal supervision.
- Excellent organizational skills.
- Practice cultural sensitivity and ability to relate to persons of diverse backgrounds, such as the LGBTQ/T community and individuals with histories of substance abuse and/or mental health and different ethnic backgrounds.
- Experience with crisis intervention, de-escalation and other high-stress situations.
- Training/ maintain staff.
- Ability to lift 20 pounds.
- Willingness to work to promote the goals of the agency.

Working Conditions

RESPOND provides essential services 24 hours a day, 365 days a year. This position is typically Monday-Friday 9am-5pm but requires flexibility; which may include nights and weekends depending on programmatic needs.

Salary range between \$60K-70K, depending upon education, language capacity, and experience.

Job Type: Essential Services. Full-time/Exempt

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

RESPOND, Inc. is committed to building a culturally diverse staff that represents the populations we serve. RESPOND, Inc. celebrates diverse life experience and is proud to be an Equal Opportunity/Affirmative Action Employer (EEO/AA). Candidates who are bilingual/bicultural, of color, Native/Indigenous, with disabilities, who identify as LGBTQIA+, or who are members of other marginalized groups are strongly encouraged to apply.