

Position Title: **Domestic Violence Program Coordinator**

Direct Supervisor: Executive Director

Full-time Position

## **I. GENERAL DESCRIPTION**

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- A. Under the direction of the Executive Director, the Domestic Violence Program Coordinator will be responsible for the direction, implementation, and ongoing evaluation of the shelter program as well as all domestic violence clients and counseling activities.
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## **II. MUTUAL RESPONSIBILITIES**

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- A. Complete Crisis Intervention, Emergency Advocacy, and Mandated Reporters training.
  - B. Ensure continuity of services by sharing On-Call, Hotline, and Administrative Front Desk responsibilities as the need arises or as assigned.
  - C. Attend all required WRC meetings.
  - D. Enter service data information in VAdata as program requires.
  - E. Receive and log donations on appropriate form and submit weekly to Office Manager.
  - F. Teach topical units during Crisis Intervention and/or Emergency Advocacy trainings and provide volunteer supervision as program requires.
  - G. Speak to community groups about sexual and domestic violence and/or WRC services as assigned.
  - H. Represent the WRC at meetings or public events as assigned.
  - I. Maintain a clean and orderly private office space and common area.
  - J. Meet weekly with supervisor, participating in the WRC's on-going Communications & Performance Evaluation Plan (The Plan). Communicate clearly and timely issues of performance with supervisor.
  - K. Obtain approval from direct supervisor for all assistance requested by other Program Coordinators.
  - L. Carry out other duties as assigned by direct supervisor or the Executive Director.
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## **III. JOB RESPONSIBILITIES**

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### **A. Coordinate the Domestic Violence Program**

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- 1. Coordinate all aspects of the Domestic Violence Program.
  - 2. Establish goals for Domestic Violence Program each fiscal year.
  - 3. Facilitate regular ongoing program staff meetings.
  - 4. Provide ongoing supervision and guidance to all Domestic Violence Program staff including implementing and documenting The Plan with supervisees throughout the year. Provide supervisees clear and timely feedback on issues of performance.
  - 5. Facilitate individual quarterly supervision meetings with Domestic Violence Program staff.
  - 6. Provide or arrange for appropriate training and technical assistance for Domestic Violence Program staff and volunteers as needed.
  - 7. Assess and evaluate the program on an ongoing basis including annual review of the program guidelines and protocols.
  - 8. Coordinate with the Volunteer Coordinator to ensure Domestic Violence Program information is covered during Crisis Intervention training.
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**B. Direct Services**

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1. Assist emergency shelter clients in identifying their goals and how the WRC can help them meet these goals.
  2. Schedule appropriate individual counseling and/or advocacy services as well as follow-up services which will enable clients to meet their goals.
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**C. Community Engagement**

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1. Maintain a positive working relationship with appropriate human service agencies.
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**D. Supervision of Program Volunteers**

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1. Interview volunteers interested in the Domestic Violence Program.
  2. Provide training to program volunteers specific to the Domestic Violence Program.
  3. Provide consultation and supervision to program volunteers and participate in the volunteer's evaluation as needed to meet school or other requirements.
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**E. Grants Management**

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1. Review all workplans related to the work of the Domestic Violence program.
  2. Train program staff annually on grant workplan(s).
  3. Ensure ongoing implementation and evaluation of workplan(s) by program staff.
  4. Complete and submit regular grant reports as directed.
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**F. Program Reporting System**

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1. Maintain appropriate records and statistical information.
  2. Complete client contact report and submit weekly to appropriate Night Counselor.
  3. Document community education on Monthly Public Education Reports and submit monthly to Community Engagement Coordinator.
  4. Oversee collection of program statistics and write monthly, quarterly, bi-annual, and/or annual reports as required.
  5. Ensure that service data is entered into VAdata in a timely fashion.
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**IV. QUALIFICATIONS**

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- A. College degree (Master's degree preferred) in human services related field and/or five years of related experience.
  - B. Must have an understanding of the issues of sexual and domestic violence.
  - C. Demonstrated ability to provide leadership and program coordination.
  - D. Ability to provide crisis intervention.
  - E. Ability to utilize computer programs including word-processing and spreadsheets.
  - F. Ability to deliver WRC services in a culturally sensitive manner.
  - G. Ability to remain patient, calm, and professional when working in crisis situations.
  - H. Ability to work some evening, weekend, and holiday hours.
  - I. Must have reliable transportation and valid driver's license.
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**Certification of receipt of this job description**

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Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

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Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

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Executive Director Signature \_\_\_\_\_ Date \_\_\_\_\_