

## RACS JOB DESCRIPTION

### **JOB TITLE: Outreach Coordinator**

**Job Summary:** The Outreach Coordinator will manage all aspects of the volunteer program including recruitment, training, scheduling, record keeping, and statistics reporting. The position is also responsible for managing the public image of RACS through social media and the agency website. In addition, the Outreach Coordinator will provide personal and legal advocacy services to survivors in the counties surrounding Cole County, maintain case management services, and serve as a liaison between law enforcement, judicial personnel and the RACS shelter to facilitate strong supports to survivors.

**Work Station:** RACS Administrative Offices

**Supervised by:** Director of Outreach & Advocacy

**Supervises:** Volunteers

### **Volunteer Responsibilities:**

1. Coordinate mass volunteer events including Days of Caring, Kids United FunFest and Serve Jeff City.
2. Create, compile and update volunteer/staff training manuals, protocols and procedures for agency, hotline and advocate volunteers.
3. Plan, organize, and conduct volunteer/staff training sessions to include the following: Agency Orientation, Basic Domestic Violence and Sexual Assault, Hotline, and Advocacy.
4. Recruit volunteers through planned events, media drives, and public speaking engagements. Facilitate application process and interview prospective volunteers.
5. Recruit, plan schedules, and supervise community service workers, high school volunteer groups and bachelor level interns.
6. Plan, organize, and conduct volunteer meetings on a regular basis to provide updated information and continuing education. Plan and implement volunteer awards and appreciation events. Supervise and provide evaluations of volunteer performance.
7. Create and maintain volunteer files; keep files updated and maintain current volunteer directory.
8. Schedule volunteers for all relevant program services (to include child care workers, hotline workers, advocates, donations organizers, and building maintenance providers.)
9. Create and disseminate monthly volunteer calendar to supervisor, Staff, and Board of Directors.
10. Maintain hotline and advocacy reporting documents from volunteer providers and file with appropriate staff as they are completed.
11. Maintain statistical data to include daily telephone log, volunteer schedules, tabulate volunteer hours/in-kind services values.
12. Maintain accurate and current records as required by funding sources and file appropriate reports as needed.
13. Maintain listings of pending needs of the agency that require volunteer activity to complete.
14. Organize or assist with organizing special projects/events related to the agency.
15. Serve as liaison between volunteer staff, Executive Director, and Board of Directors.

### **Public Communication Responsibilities:**

1. Maintain and continue to enhance design of agency website.
2. Enhance and accelerate the use of social media including, but not limited to, Facebook, Instagram and Twitter.
3. Responsible for tracking and reporting all social media statics including followers, hits, likes, etc.

4. Maintain and enhance a consistent and positive RACS brand identity. Work at all times to keep the image of RACS as a positive one in public view.
5. Represent or coordinate the representation of RACS at community events, fairs and gatherings.

### **Advocacy Responsibilities**

1. Interview families and develop and maintain relationships which encourage families to talk comfortably about their personal/family situation. Gather information necessary to assess family needs and determine eligibility and suitability for agency services, as well as other programs/services beneficial to the client/family and provide orientation to those services.
2. Provide civil and criminal legal advocacy to survivors of domestic violence, sexual assault and stalking in the through the legal processes of civil and criminal court.
3. Provision of crisis intervention, personal and legal advocacy services to victims in hospitals, courthouses, law enforcement agencies and other locations.
4. Assist families to identify barriers which prevent them from meeting their basic needs, and determine potential solutions for overcoming these barriers. Help families to recognize and use their strengths in working toward their goal(s).
5. Identify resources within the agency and/or community capable of providing assistance to the family in meeting their needs. Inform and assist the family in the process to apply for and receive services and make appropriate referrals. Ensure follow-up of all inner and outer agency referral are completed in a timely manner.
6. Ensure that adequate program and participant records are maintained and that reports and paperwork are completed, as required.
  - Documentation of progress and observations critical to family development,
  - Accurate attendance records, travel records, monitoring reports, terminations, follow- ups, etc. are kept
  - Ensure quality case files are maintained
  - Ensure completion of electronic entries for quality, timeliness and accuracy
7. Provide targeted family support services to individuals and families. The short-term goal of targeted family support is assist families as they move toward a healthy interdependence with their community which includes gaining personal and economic independence.

### **Other Duties and Responsibilities:**

1. Responsible for maintaining knowledge of programs delivered by RACS staff. Coordinate local delivery of services, participate in continuous improvement reviews.
2. Establish and maintain effective working relationships to assure successful coordination efforts with community resources, including human service agencies, organizations, schools, employers and individuals, and accept referrals from them: Utilize other potential resources to the advantage of families.
3. Participation in all RACS staff meetings, in-service training programs, required conferences and meetings including agency Family Case Conferencing sessions.
4. Coordinate with RACS Awareness Committee.
5. Participate in agency on-call rotation.
6. Carry out mandated reporter responsibilities as required by the Child Abuse/Neglect law of the state of Missouri.
7. Other duties as assigned.

### **Knowledge, Skills, and Abilities:**

Knowledge of:

- Domestic Violence, Sexual Assault and stalking programs, services and initiatives;
- Basic techniques of interview and assessing families' situations utilizing standard agency process/procedures including strengths-based techniques;
- Community relations principles and practices;
- Marketing and media relations principles and practices;
- Project management principles and practices;
- Social media principles and practices;;
- Respect for diverse cultures/lifestyles and problems of poverty in the community.

Skill in:

- Developing plans and managing projects;
- Developing and maintaining relationships with members of the community, government agencies, media, and business;
- Utilizing technology for communication, data gathering and reporting activities, such as social media;
- Planning and executing events;
- Empathizing and developing relationships with clients;
- Reflective listening;
- Stating points clearly and effectively;
- Cooperative conflict resolution;
- Mediation and constructive confrontation;
- Effectively record observations and family information to funding source specifications;
- Oral and written communication, including public speaking;
- Expressing ideas, concepts, and plans effectively, both in oral and written forms.

Ability to:

- Understand the vision and values of RACS and to implement the mission, purpose, and goals;
- Be aware of and comply with all policies and procedures of RACS, upholding organization values and client confidentiality;
- Communicate effectively with all levels of management, board of directors, staff, and external stakeholders;
- Work as a team member;
- Maintain a high level of confidentiality;
- Deal effectively with diverse groups;
- Deal with confrontation in a constructive manner;
- Maintain professional attitude, appearance, language, and mannerisms;
- Organize time and work priorities effectively and work independently;
- Attend work site regularly and to perform duties and responsibilities.

### **Work Environment and Physical Requirements:**

Work is generally performed in an office environment with frequent interruptions and irregularities in the work schedule. Travel throughout RACS nine-county service area is required. No special coordination beyond that

used for normal mobility and handling of everyday objects and materials is needed to perform the job satisfactorily. Working hours may vary and occasional evening or weekend work is required. RACS is a family friendly organization that respects work-life balance and supports flexible scheduling when possible. Incumbents may be required to lift and carry up to 25 pounds. Travel between communities within the RACS service area requires the ability to drive and use of a personal vehicle.

**Qualifications Required:**

1. Prefer post-secondary education in social services, psychology, human or children and family development or other related degree.
2. At least one year work experience in a social services field.
3. Two years' experience in non-profit agency, public relations, communications, or sales.
4. Experience with social media and website design and management.
5. Must have a valid Missouri driver's license and daily access to a reliable and licensed vehicle.
6. Knowledge of nine county service area.

**EQUAL OPPORTUNITY EMPLOYER**

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Employee Signature

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Employee Printed Name

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Date