

RACS JOB DESCRIPTION

JOB TITLE: DIRECTOR OF OUTREACH & ADVOCACY

Job Summary: Manage the relationships necessary for the growth and excellence of RACS services. The Outreach & Advocacy Director will manage the daily non-residential advocacy and case management services, and manage and maintain grant reporting for relevant funding sources for the agency. This position will also be responsible for the development, design and implementation of RACS volunteer program as well as the training and implementation of the agency client database platform, Vela.

Work Station: RACS Shelter/Administrative Offices

Supervised By: Executive Director

Supervises: Outreach Advocates, Cole County Court Advocate, and Volunteers

Managerial Responsibilities:

1. Develop work plans, policies, procedures, forms and formats to support the implementation of court, medical/hospital and personal advocacy activities of the agency.
2. Monitor program quality by creating and/or implementing systems for observing practices, reviewing records, gathering feedback and documenting results.
3. Monitor electronic and hard copy program service documentation and data to ensure appropriate information has been documented correctly and effectively. Ensure that all advocacy services are accurately entered into the agency electronic systems.
4. Ensure compliance of all advocacy services and grant requirements.
5. Completely understands all agency policies and procedures and the philosophical foundation of the agency.
6. Develop and provide training to RACS staff.
7. Support staff in building community relationships for the purpose of supporting survivors of domestic violence, sexual assault and stalking.
8. Advocate for and secure community services and resources by maintaining constructive communication with a range of direct service organizations and community service professionals.
9. Provide required supervision to staff including bi-weekly verification of staff time, conduct timely staff performance evaluations and disciplinary action when required.
10. Advance staff performance by meeting regularly with individual staff to provide performance feedback based on expectations contained in job description, program plans and policies and procedures.

Direct Service Responsibilities

1. Intake - 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. Legal Advocacy – 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. Crisis Intervention – Provision of crisis intervention, personal and legal advocacy services to victims in hospitals, courthouses, law enforcement agencies and other locations.
4. Assessment – 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. Referral & Follow-up - 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.

Volunteer Responsibilities:

1. Coordinate mass volunteer events including, but not limited to, 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, and volunteer groups.
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 make public monthly volunteer calendar.
10. Maintain hotline and advocacy reporting documents and file with appropriate staff.
11. Maintain accurate and current records as required by funding sources and file appropriate reports as needed.
12. Maintain listings of pending needs of the agency that require volunteer activity to complete.
13. Organize or assist with special projects/events related to the agency.

Client Database Responsibilities

1. Provide training and technical assistance to staff on the requirements, use and implementation of the database system.

2. Ensure that all service entries are accurate and timely.
3. Maintain relations between the agency and the system developers for platform updates, agency needs and system changes.
4. Update system information, as needed, to include appropriate funding sources, services and staff access.
5. Develop individualized system reports as needed or required.

Other Duties & Responsibilities:

1. Assist in development and implementation of Agency Initiatives.
2. Develop budgets, outcomes and measures for funding applications,
3. Provide data collection system technical assistance, when needed, to staff.
4. Participate in monthly Management Team Meetings.
5. Attend all agency required trainings throughout the year.
6. Other duties as assigned

Knowledge, Skills, and Abilities:

Knowledge of:

- Domestic Violence, Sexual Assault and stalking programs, services and initiatives;
- Community relations principles and practices;
- Marketing and media relations principles and practices;
- Project management principles and practices;
- Fundraising 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;
- Grant and proposal writing;
- Supervising, coaching and recruiting highly qualified and successful staff;
- 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. 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. Minimum of a Bachelor’s degree in social work, human development, or other related field is required. Experience or knowledge of marketing, communications, English, or public affairs desired.
2. Three years’ experience in direct human services, case management, and supervisory experience is preferred.
3. Must have a valid Missouri driver’s license and daily access to a reliable and licensed vehicle.
4. Knowledge of nine county service area.

EQUAL OPPORTUNITY EMPLOYER

Employee Signature

Employee Printed Name

Date