

HAVEN Epping Site Client Service Coordinator

RESPONSIBILITY

This position is responsible for overseeing the coverage and the needs of the HAVEN Epping Office, support group program, and assisting the Manager of Client Services in the overall management of the Client Services program.

ACTIVITIES

Client Services Coordination

- Overseeing the daily operations of the Epping office.
- Oversight and coordination of HAVEN support groups
 - Curriculum development and evaluation, facilitator trainings, and community outreach.
 - Scheduling groups, securing locations, and conducting screenings.
- Assist in the coordination of scheduling daytime direct service staff, interns and volunteers for accompaniments and hotline coverage.
- Maintain direct communication and coordination with all HAVEN sites.
- Assist with the Victim Database by ensuring quality control, organization and delivery of contact logs to the Data Coordinator.
- Liaison to the Rockingham County Courts.

Provision of Client Services

- Provide client services and coverage of agency's 24-hour services
 - Provide direct services to clients on the crisis line and walk-ins during office hours.
 - Provide staff backup for night, weekend and holiday coverage on a rotating basis with other staff.
- Accompany survivors to hospitals, CACs, legal settings and police stations during office hours.
- Coordinate follow-up services.
- Co-facilitate Support Groups.

Supervision

- On site supervisor for AVAP member(s) and completing requirements for the AVAP Program.
- Supervise direct service interns to provide positive learning experience and complete requirements for internship programs.
- Provide supervision to daytime volunteer advocates.
- Check-in and process with advocates providing client services.

Training

- Coordinate and facilitate on-site trainings for staff, AVAP, interns and daytime volunteers.
- Assist with the development and facilitation of the agency Core Advocate Trainings.
- Inform Training Department about professional training needs for staff, community partners and area service providers.

Other

- Participate in agency outreach events as needed.
- Attend local community meetings as assigned by Manager of Client Services.
- Assist in special projects and assignments as required for the effective operation of the agency.

QUALIFICATIONS

- EDUCATION: Bachelor's degree preferred or 3 years of related experience.
- SKILLS: Crisis intervention and advocacy skills, strong verbal and written communication skills, experience supervising staff or volunteers. Highly organized with attention to detail. Must complete 30 hour advocate training prior to provision of direct service.
- KNOWLEDGE: Understanding of issues relating to sexual and domestic violence and challenges of a community-based crisis center. Knowledge of local community resources. Adequate computer knowledge, Microsoft Word, Excel and Access preferred.
- TRAITS: Flexible schedule, compassionate, dedicated, maintain healthy boundaries, passionate about the issue of sexual and domestic violence; professional; be culturally sensitive; team player.

STATUS OF POSITION

40 HOURS PER WEEK

NON-EXEMPT Salary – Benefits Eligible

REPORTS to Manager of Client Services