

Community + Outreach Manager Eastland County Crisis Center



SIGNATURE: _____ DATE: _____

+ Job Overview

The Community Outreach Manager strives to make the world safer and free from all forms of domestic/sexual violence and child abuse through raising community awareness, partnerships, and education programs. This position establishes relationships, leads the Youth Services Specialist, and creates a cohesive online presence. This position also supports the Volunteer/Intern Program and direct service advocates as needed.

+ Essential Job Functions

- **COMMUNITY DEVELOPMENT (60%):** Main coordinator for all community outreach efforts including presentations, public speeches, social media/website maintenance, victim related training, and agency events; serves as liaison to local community college
- **SUPERVISION (10%):** Direct supervision and mentorship of the Youth Services Specialist
- **PROGRAM DEVELOPMENT (10%):** Develop and assist in the creation and implementation of the Outreach and Education Department; assist with Volunteer and Intern Program
- **DIRECT SERVICES (5%):** Provide and document direct advocacy services during regular business hours and/or after hours on-call as needed
- **EDUCATION (5%):** Attend training to remain current on direct services delivery
- **SUPPORT (5%):** Provide statistical data, recommendations, and as needed direct assistance to the Executive Director for administrative tasks, grant writing, reporting, and overall program direction.
- **OTHER DUTIES (5%):** As assigned or needed to support other agency departments

+ Education, Experience, and Skills

- High school diploma or GED required
- Bachelors Degree or 2 years of volunteer/work experience in related field (communication, marketing, journalism) is highly desired but not required
- Strong skills in conflict resolution/intervention, interpersonal communication, public speaking, written communication, and critical thinking required
- Proficient in Microsoft Office Programs, social media platforms, and creation of promotional materials required
- Bilingual in Spanish highly desired but not required

+ Compensation and Benefits

- Competitive salary (commensurate with experience) that is fully funded by grants. Grant funding is not guaranteed but is expected to continue for this position.

- Agency paid individual health benefits, retirement (5%), and reimbursement funds for cell phone and work related travel
- Thirteen paid holidays off, 12.5 hours per month of PTO, and options to work from home and/or have paid time off during bad weather closings.

+ Working Conditions

Working Conditions	Details
Hours of work	Normal Business Hours (8am-5pm); Typically 40 hours a week
Overtime expectations	Hourly pay with no guaranteed overtime pay. Extra hours generated are used as "flex time".
Work environment	Individual office space in building with approximately eight-ten other employees. Some outside work for community outreach events.
Travel requirements	Requires occasional travel for training and/or client services. Mileage for work related travel and training costs are pre-paid or reimbursed by the agency.
On-call responsibilities	Serves on-call approximately five weekdays and one weekend a month
Special conditions or requirements	<u>Must be willing and able to work after 5:00 pm and/or on weekends for client emergencies.</u>

+ Workplace Policies and Agreements

- Criminal background, child abuse, and sex offender registry checks are required for all staff and volunteers. Individuals who have a finding, charge, or conviction of family violence, sexual assault or abuse, and/or child abuse are not eligible for hire.
- Direct service delivery and any other required training is provided by the agency free of charge
- All staff and volunteers are subject to mandatory reporting laws, HIPAA, confidentiality, and other applicable laws, standards, and grant requirements relating to the investigations and direct service delivery requirements for victims of domestic violence, sexual assault, and child abuse.
- Must have a valid driver's license and maintain current auto insurance

+ Evaluation and Review

- Position's direct supervisor is the Executive Director
- Subject to initial 90-day probationary period followed by periodic and scheduled reviews
- Performance review metrics made available to the employee as part of new hire orientation
- Support for personal development in areas that strengthen professional goals, knowledge, and experience.