

Position Description

Position: Volunteer and Outreach Specialist (Full Time)

Supervisor: Community Services Supervisor

The Volunteer and Outreach Specialist is responsible for coordinating and implementing Zacharias Sexual Abuse Center's 40-hour Sexual Assault Crisis Intervention trainings, promoting a healthy and positive environment for agency volunteers and interns, and supporting them in their work with survivors. This position is also responsible for community outreach and engagement and supporting the advocacy programs.

The following is a list of duties, which are considered essential functions of this job. This list is not exhaustive, as all positions at Zacharias Sexual Abuse Center are dynamic. This is consistent with our need to be flexible and responsive to the needs of our clients, donors, volunteers, etc. The employee who occupies this position is expected to assume any/all duties assigned by management, irrespective of whether such duties are specifically included in this list. While an effort is made to thoroughly describe the customary manner in which this job is performed, reasonable accommodations will be made for qualified individuals with disabilities who may not be able to this job in the manner indicated.

SPECIFIC RESPONSIBILITIES:

- Recruit diverse candidates for agency volunteer and intern programs, including direct service volunteer positions (advocacy, counseling, prevention) and administrative volunteer positions. Volunteer recruitment strategies will include but are not limited to:
 - Outreach to multicultural and multilingual populations
 - Community education and professional trainings
 - Networking with volunteer bureaus
 - Other program initiatives
- Coordinate and provide training to new volunteers, interns, and staff through the 40-hour training. This includes interviewing potential volunteers, facilitating pieces of the training, organizing other speakers, and all other aspects of the training.
- Review the training content and materials presented with supervisor to ensure that the information presented relates to sexual violence, program needs and new and innovative delivery methods, all while assuring it meets ICASA's standards.
- Implement feedback tools for training participants in order to continue to improve the training program, analyze outcomes and share with all training presenters.
- Collaborate with Community Services team to work with college interns completing their Outreach and Development internships. Interview, onboard and supervise Outreach and Development interns.
- Maintain direct communication with advocacy, prevention, administrative, and clinical programs as to the progress of volunteers in training and assist those programs in transitioning volunteers into active volunteering.
- Maintain administrative files on all volunteers and interns to include their application, references, background check, and the documentation of their 40-hour training.
- Maintain and update volunteer policies, procedures, and forms, including *Procedure Manual for Direct Service Volunteers* on an annual basis.

- Work with the Community Services Team on the coordination of monthly volunteer meetings to include in-services for direct service volunteers.
- Work with the Community Services Team to create the bi-monthly volunteer newsletter.
- Oversee the supervision of volunteers and interns at the center.
- Participate in public education, community outreach and awareness promotion as it relates to sexual assault/abuse to the community, i.e., community groups, clubs, faith based organizations, etc. This also includes overseeing our participation in community fairs: volunteering, health and safety, community resource.
- Share responsibility for the 24/7 backup support with the Advocacy team for the Legal Advocacy, Medical Advocacy and Support Line programs. Provide direct service through Support Line, Medical, Legal and in-person crisis intervention in cooperation with other staff.
- Maintain ZCenter *Better Impact* volunteer database system to include updated information, opportunities, needs, and oversight of all other communications. Maintain and update ZCenter volunteer information and opportunities on the web-based community volunteer databases.
- Collect, maintain, and evaluate all statistical records and data as it relates to the program for multiple funding sources relative to direct service performed by position.
- Maintain client documentation and records, as required by state and federal law and ICASA standards.
- Maintain client confidentiality, as required by state and federal law and ICASA standards.
- Identify and report child sexual abuse cases according to the Abused and Neglected Child Reporting Act (ANCRA).
- Assist with agency events and other projects or task forces as assigned by the Director of Community Services and/or the Executive Director.
- Assist the agency in implementing a diversity strategy that embraces all individuals and ensures that agency services are accessible to all clients, regardless of gender, race, language, ability, sexual orientation, religion, age, or socio-economic background.
- Perform all other duties as assigned by the Director of Community Services.

With the entire staff, the Volunteer and Outreach Specialist will be responsible for quality service delivery throughout the agency. S/he will demonstrate a commitment to the mission and philosophy of ZCenter, which includes impacting on sexual assault/abuse, creating a society free from violence, and working in a cooperative environment. (See Mission Statement and Philosophy Statement.)

QUALIFICATIONS:

- Bachelor's degree minimally. Candidates with comparable experience will be considered.
- Experience in the field of sexual assault or another trauma-related field.
- 40 hours of Illinois Sexual Assault Crisis Intervention training or comparable state or national accreditation (strongly preferred, not required).
- Demonstrated supervisory and organizational skills in developing, managing, and inspiring volunteer services.
- Outstanding interpersonal, relationship-building and public speaking skills.
- Proficiency in MS Office and the use of a calendar software program
- Ability to accept, understand, and relate sensitively to people of varied socio-economic, racial, cultural, and experiential backgrounds.
- A feminist perspective of violence in our culture, including:
 - the understanding that sexual violence is connected to a much larger context of oppression, and
 - a belief that sexual violence is rooted in our culture and not individual pathology.
- Time flexibility for evening and weekend work. Commitment to availability required for the position, particularly for the on-call advocacy program.
- Must have reliable personal transportation and valid driver's license to access area hospitals for emergency on-call and other community work.

SKILLS REQUIRED:

- Detail-oriented and organized.
- Excellent verbal and written communication skills, and the ability to communicate programmatic objectives and accomplishments.
- Outstanding public speaking and training skills. Ability to research, evaluate, and create materials for outreach and education events/speaking engagements.
- Comfortable working with staff, interns and volunteers at all levels of the organization.

Employees of Zacharias Sexual Abuse Center must at all times maintain a positive work atmosphere by behaving and communicating in a manner that gets along with donors, clients, volunteers, co-workers, and supervisors.