



Survivors Services Team Program Coordinator

General Description

Under general supervision from the Program Director, this position is responsible for the day-to-day- service delivery, intake process, program development and evaluation of services to adult, adolescent and child survivors of domestic violence, sexual assault and other crimes. The Program Coordinator may be responsible for the supervision of 2 or 3 staff members including supervising their day to day activities. The Coordinator will also provide training and monitoring to program staff and volunteer advocates. Will also carry own caseload. Ability to work with diverse populations. Provides advocacy-based counseling, maintains written records of contacts with clients and participates as a team member in case conferences and acts as a liaison with other community agencies to form service plans. This position reports directly to the Victim Services Program Director or designee.

Education and Experience:

1. Possess a Master's degree from an accredited college or university with a major in Human services, Criminal Justice, Social Work or other social services/advocacy area.
2. Has at least 2 years of experience working with families and individuals experiencing trauma and other kinds of violence.
3. Has at least one year of experience supervising other staff and developing policies and procedures.
4. Ability to manage conflict effectively and anticipate program needs.
5. Has experience with Excel spreadsheets to keep a master list of client demographic data.
6. Possess a valid motor vehicle operator's license.
7. Being bilingual in English and Spanish is required as most clients are Spanish-speaking.

Essential Functions:

1. Screening/ intake process, program development related tasks from a **culturally affirming** perspective.
2. Workshops facilitation, quality assurance evaluation and gathering of data for reporting purposes and service provision to adult, adolescent and child survivors of domestic violence, sexual assault and other crimes.
3. Responsible for onboarding staff members and developing a caseload of program clients and must have the ability to work with **diverse** populations.

4. Provide supervision of program staff and document their progress while providing coaching with humility and reflection.
5. Provision of advocacy-based counseling, maintains written records of contacts with clients and participates as a team member in case conferences and will develop relationships with key community partners/agencies.
6. Forge community **collaborative** relationships through outreach to schools, community groups, health services professionals and other agencies to increase awareness and expand reach of the Victim Services program and services.
7. Monitor activities and program goals to ensure compliance with grant objectives.
8. Assists Program Director with file reviews to ensure guidelines and procedures are being followed.
9. Assist victims in filing applications for the Crime Victim Compensation program.
10. Cover for staff who are on leave from a perspective of **justice** and respect.
11. Provide individual and group advocacy-based counseling, emotional support, advocacy, court accompaniment and connection to essential services for clients within a spirit of **Si Se Puede**.
12. Participate in program PQI and evaluation activities putting our community's needs **at the center**.
13. Other duties as assigned by CEO, Program Director or designee.

All other duties as assigned by the agency CEO or SST Program Director within the scope of this position that contributes to the advancement of CMLF as a premier provider of services for people with emotional/mental health/support needs. Performs duties and responsibilities in accordance with applicable safety and health policies and procedures. Job duties may vary based on discipline and population served.

Centro's Cultural **Values**: Culturally Affirming, Diversity, Equity and Inclusion, Community at the Center, Collaborative, Si se Puede (We Can) Attitude.

Interested candidates please send a **cover letter and resume** to Elizabeth Benouaguef, MPH Survivors Services Team Program Director: ebenouaguef@centromulticultural.org