



**Position:** Community Engagement Coordinator

**Supervisor:** Outreach Manager

**Originated:** January 2019

**Job Summary:**

Position will be responsible for building relationships and partnerships that increase access and affordability of resources that will improve outcomes for victims of domestic violence.

**Hours:**

Part-time. Hourly

The ability to work flexible hours is necessary. Primarily works business hours during the week, but duties may require working some evenings and weekends.

**Essential Duties:**

Understand the individual and systemic needs victims experience through data and engagement with Advocacy Team.

Develop partnerships with housing providers, employers and other key community members, enabling Golden House to assist victims beyond the initial crisis and support long-term solutions to move victims out of poverty.

Advocate for and empower domestic violence victims as they search for supportive and/or independent housing.

Assist Advocates in connecting families with needed and available community resources. Follow-up with Advocates and agencies as appropriate to document use/success of referral.

Completes and maintains necessary documentation through established written and computer protocols.

Maintain a clean, professional appearance of facility by following protocol for accepting and storing donations, keep storage areas organized, and complete other tasks as assigned.

Maintains the confidential nature of client and business information.

**Knowledge, Skills, and Abilities:**

Knowledge of the dynamics of domestic violence, poverty and trauma informed care.

Knowledge of community resources and ways in which they may be made available to clients and residents.

Knowledge of human development; strong understanding of attitudes, behaviors and development through the lifespan.

Knowledge of and ability to utilize a computer and the required software.

Ability to communicate organization needs in a manner that encourages others to partner and donate.

Ability to work collaboratively with others to meet needs of individuals and the organization.

Ability to understand human behavior and to relate sensitively and effectively with victims of domestic violence and their families.

Ability to be decisive and make constructive decisions, under the pressure of crises or emergencies, with appropriate knowledge and timing.

Ability to establish and maintain cooperative working relationships with a wide variety of collateral resources.

Ability to plan and organize work and to make effective use of time.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain positive working relationships with staff and the public.

Ability to work the required hours of the position.

**Minimum Qualifications Required:**

Bachelor's Degree preferred.

Valid Wisconsin driver's license.

Completion of criminal background check.

**Typical physical and mental demands:**

Requires sitting, standing, bending and reaching. Requires eye-hand coordination and manual dexterity sufficient to operate a computer and standard office equipment. Requires hearing within normal range and vision correctable to 20/20 to read communications, reports and computer terminals.

Must be able to analyze many variables and choose the most effective course of action for clients and/or the organization at any given point in time. Must be able to communicate and provide verbal feedback in a professional manner. Must be able to analyze causes of interpersonal conflicts and resolve complex communications issues. Must be able to resolve problems, handle conflict, and make effective decisions independently. Ability to give, receive and analyze information, formulate plans, prepare written materials, and articulate goals and action plans. Must handle novel and diverse work problems on a daily basis. Must be able to perform arithmetic calculations involving fractions, decimals and percentages.

*This position description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The employee may be requested to perform job-related responsibilities and tasks other than those stated in this description.*