



OUTREACH SERVICES COORDINATOR

POSITION OVERVIEW

The Outreach Services Coordinator is responsible for supervising service delivery, organizing outreach initiatives, and managing approximately \$415,000 in contractual obligations for CAWC non-residential, community-based programs, which include the following: the Hospital Crisis Intervention Project (HCIP) at both John H. Stroger, Jr. Hospital and Northwestern Memorial Hospital; Domestic Violence Services at Haymarket Center; and the IDVA Advocates at the Humboldt Park Outreach Program (HPOP). This is an outstanding opportunity for a human service professional with experience managing a portfolio of dynamic programs and leading a team of staff to achieve measurable results. The Outreach Services Coordinator reports to CAWC's Associate Director. Specific responsibilities are outlined below.

SCOPE OF RESPONSIBILITIES

Program Management and Development:

1. Coordinate and supervise day-to-day operations of HCIP, Haymarket, and Legal Advocacy programs.
2. Conduct consistent case management and other meetings with staff and interns to ensure coordination of HCIP, Haymarket, and Legal Advocacy services.
3. Coordinate HCIP training and outreach initiatives at Stroger and other area hospitals/health care facilities.
4. Liaise with administration and departments at CAWC's off-site program locations including Stroger Hospital, Northwestern Memorial Hospital and Haymarket Center to continually develop mutually-beneficial working relationships that enhance program delivery.
5. Serve as first point of contact for community partners wishing to coordinate services with programs under the Outreach Services umbrella; coordinate implementation with community partners as appropriate.

Team Leadership and Staff Supervision:

1. Provide leadership, supervision and ongoing performance management to direct service staff at HPOP, HCIP and Haymarket Center to ensure high-quality and well-coordinated intervention services to program clients.
2. Provide comprehensive training to new staff, as well as ongoing staff development and education.
3. Serve as a resource for HPOP, HCIP and Haymarket staff as it relates to both program and administrative matters; ensure that assigned staff members implement program services and handle administrative responsibilities in accordance with CAWC policies and funder guidelines.

Funder and Other Contractual Obligations:

1. Maintain service provision standards, documentation and client files in accordance with CAWC policies and funder guidelines.

2. Assume responsibility for program audits related to HPOP, HCIP and Haymarket services in compliance with funder guidelines.
3. Assist with site visits from various funders and other entities upon request; represent HPOP, HCIP and Haymarket programs during such site visits.
4. Coordinate the collection and entry of all data in relation to HPOP, HCIP and Haymarket services and review data for accuracy.
5. Assist the Associate Director in the preparation of grant proposals related to HPOP, HCIP and Haymarket services.
6. Compile monthly, quarterly and yearly program reports related to HPOP, HCIP and Haymarket services; ensure accurate and timely submission to funders.
7. Prepare other reports on program services, statistics and outcomes for various funders, partners, CAWC staff members and other parties as needed.
8. Coordinate implementation of and compliance with regulations required for staffing and service delivery at off-site program locations (Stroger Hospital, Northwestern Memorial Hospital, Haymarket Center).
9. Acquire and maintain ICDVP certification.

CAWC Internship Program:

1. Support the master's-level student internship program.
2. Support in recruitment, training and supervision of student interns.
3. Ensure adherence with college/university guidelines for internship program implementation.

General:

1. Provide direct services to HPOP, HCIP and Haymarket clients as needed.
2. Represent CAWC at various community outreach and education events as appropriate.
3. Serve as an occasional trainer for the CAWC 40-Hour Domestic Violence Training.
4. Other responsibilities as assigned.

QUALIFICATIONS

Education, Certifications and Experience:

- Master's degree in social work, counseling or a related field.
- Illinois Domestic Violence Professional (ICDVP) certification required within one year of hire.
- Minimum three-five years of experience in a supervisory role in a social service or comparable agency.
- Experience managing complex, dynamic human service programs that require frequent communication with multiple stakeholders and high levels of resourcefulness.
- Demonstrated ability to work with a broad range of internal and external partners to develop relationships, facilitate collaboration, and achieve results.
- Demonstrated ability to execute strategy and to monitor and report on progress against accountability metrics and funder benchmarks.
- Demonstrated capacity to be self-directed and take initiative while maintaining harmony with program and agency strategy.

Personal Characteristics and Commitments:

- Excellent organizational and time-management skills, with strong attention to detail and a consistent ability to meet multiple deadlines.
- Excellent written and oral communication skills, along with public speaking aptitude.
- Collaborative and creative problem solver.
- High level of energy, with a positive, "can-do" attitude.
- Commitment to using an asset-based approach to both staff supervision/coaching and client

service provision.

- Dedication to empowerment of women and children, as well as a commitment to and understanding of anti-oppression and social justice work.
- Capacity to work effectively with others of diverse age, language, race, ethnicity, sexual orientation, religious belief, mental/physical ability, and socioeconomic status.

General:

- Proficiency in MS Office applications including Word, Excel, PowerPoint, and Outlook.
- Availability to work a flexible schedule including evenings and weekends.

Preferred:

- Bilingual Spanish/English.
- Previous completion of 40-Hour Domestic Violence Training at an ICDVP approved site.
- Experience using and coordinating the use of centralized client data tracking systems.
- Experience in at least one of the core areas of program responsibility – counseling and case management, medical advocacy, or legal advocacy – as these areas relate to domestic violence.

Helpful:

- Clinical licensure – e.g. LCSW, LCPC, etc.

WHAT CAWC OFFERS

CAWC offers a competitive salary, excellent benefits, a flexible work environment, a commitment to ongoing learning, and an opportunity to make a lasting difference in the lives of women and children.

TO APPLY

To apply for this position, please send a cover letter and resume via e-mail to Kesha Larkins, Associate Director, at klarkins@cawc.org. The subject of your e-mail should consist of your last name and “Outreach Services Coordinator”.

ABOUT CAWC

In 1976 a landmark meeting was held in Chicago to address the crisis of violence against women. This gathering resulted in a task force that ultimately became Chicago Abused Women Coalition (CAWC). In 1977, CAWC then established the city’s first 24-hour domestic violence hotline and in 1979 opened Chicago’s first shelter for battered women and their children.

Over the years, CAWC has evolved in response to changing needs. Throughout the 1980s and 1990s, the organization expanded programs to include community-based outreach services to adults and specialized intervention services with children. To reflect the expanded scope of its services and its goals for the future, CAWC in 2008 changed its name to Connections for Abused Women and their Children, maintaining its recognizable acronym, while signaling its commitment to programming for both women and children affected by domestic violence.

Today, CAWC continues to demonstrate leadership in addressing domestic violence in Chicago, providing life-saving assistance to more than 1,000 women and children each year. Known for its innovative and effective programs and partnerships, CAWC continues to operate its 24-hour hotline and 42-bed shelter (Greenhouse), as well as the following: the Hospital Crisis Intervention Project (HCIP), based at both John H. Stroger Jr. Hospital and Northwestern Memorial Hospital, offers not only crisis intervention to victims at the time they seek healthcare, but also trains physicians on appropriate screening for domestic violence; the Humboldt Park Outreach Program (HPOP), a walk-in program that

provides individual and group counseling to women and their children, along with enhanced therapeutic services for children; and domestic violence education and support for women seeking substance abuse treatment at Haymarket Center.

CAWC is a 501(c)(3) designated non-profit organization governed by a Board of Directors with an operating budget of approximately \$1.8 million. CAWC enjoys a broad base of support from governmental entities, corporations, foundations, United Way and individuals. Staffed with multilingual, multicultural advocates, CAWC is well-known for providing a safe place for women and children from a rich variety of cultures and backgrounds.