



OUTREACH SERVICES COORDINATOR

FUNCTION:	The Outreach Services Coordinator is a management position responsible for supervising service delivery, and organizing outreach initiatives 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. 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.
FT/PT:	Full-time (40 hours a week)
CLASSIFICATION:	Exempt
REPORTS TO:	Associate Director
SUPERVISES:	Counselor/Advocates and Outreach Services Interns

RESPONSIBILITIES

Program Management and Development:

1. Coordinate and supervise day-to-day operations of HCIP programs.
2. Conduct consistent case management and other meetings with staff and interns to ensure coordination of HCIP services.
3. Coordinate HCIP training and outreach initiatives at Stroger and Northwestern Memorial Hospital and other area hospitals/health care facilities.
4. Liaise with administration and departments at CAWC's off-site program locations including Stroger Hospital, and Northwestern Memorial Hospital 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 Humboldt Park Outreach Program (HPOP), HCIP and Haymarket Center to ensure high-quality and well-coordinated intervention services to program clients.
2. Provide clinical supervision to direct service staff at HPOP, HCIP, and Haymarket Center as needed.
3. Provide comprehensive training to new staff, as well as ongoing staff development and education.

4. 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 HCIP services in compliance with funder guidelines.
3. Assist with site visits from various funders and other entities upon request; represent HCIP programs during such site visits.
4. Coordinate the collection and entry of all data in relation to HCIP services and review data for accuracy.
5. Assist the Associate Director in the preparation of grant proposals related to HCIP services.
6. Compile monthly, quarterly and yearly program reports related to HCIP 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).
9. Acquire and maintain CDVP certification.

CAWC Internship Program:

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

General:

1. Provide direct services to HCIP 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.
- Clinical licensure – e.g. LCSW, LCPC, etc.
- Illinois Domestic Violence Professional (CDVP) 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.