



**Embrace  
Domestic Violence Program Coordinator  
Job Description**

**POSITION OBJECTIVE:**

*The Domestic Violence Program Coordinator position is responsible for service implementation and delivery to survivors most impacted by domestic and sexual violence in the assigned, designated service county of either Washburn, Rusk, Price, or Barron County. Responsibilities include program development using survivor-driven philosophies; providing personal advocacy, case management, and advocacy-based counseling for survivors and their families in a mobile advocacy format; providing supportive services, advocacy, and follow-up care; community and school outreach and prevention education; collaboration and co-advocacy with community agencies and other programs to promote victim safety and resource options. This position devotes advocacy efforts and resources to help survivors secure safe and stable housing that centers the “last girl” and follows Domestic Violence Housing First principles. These positions are also responsible for planning, implementing, and maintaining a 24/7 domestic violence crisis response program to respond and accompany domestic violence and dual survivors seeking emergency medical attention and/or advocacy accompaniment services.*

**RESPONSIBLE TO:**

Program Director  
Executive Director

**SUPERVISES:** Shelter Coordinator (as assigned, based on county-specific position)

**FLSA STATUS:** Exempt/Salaried

**REQUIREMENTS:**

- BS/BA degree in Human Services field and/or equivalent experience.
- Must be licensed to drive in Wisconsin (current and valid) and have own transportation and vehicle insurance.

**SKILLS AND ABILITIES:**

- Experience in advocacy, human services, and nonprofit organizations, preferred.
- Demonstrated skills and understanding in working with survivors of domestic and sexual violence.
- Good communication (oral and written), organizational, and interpersonal skills.
- Skilled in maintaining a highly visible role in the community which demands a high level of professionalism, and ability to effectively interface with county-specific community leadership regarding the conditions and operations of survivors and Embrace.
- Demonstrates time management and organizational skills with an ability to multi-task and prioritize with frequent interruptions.
- Ability to effectively make critical, independent decisions, and function autonomously and as a team.
- Ability to define problems, create, and present solutions to decision makers.
- Ability to be a detail-oriented and strategic thought-partner who reports to the Executive Director and funders, as requested by the Executive Director.
- Proficient in Word, Excel, and Google tools.
- Dependable, strong work ethic.





- Demonstrates flexibility in scheduling.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

### Program Development and Continual Enhancement

- Supervise, maintain, and continually enhance the 24-hour crisis line and 24/7 in-person response services that ensure survivors have immediate access to crisis intervention and counseling, safety planning, referrals, safe shelter, and accompaniment services.
- Supervise, train, and support Crisis Advocates on 24/7 in-person response services that includes being part of an on-call 24/7 coverage system; maintain 24/7 coverage calendar.
- Actively participate in community groups and committees to ensure survivors' needs are represented.
- Partner with community agencies and coalition groups to ensure trauma-informed responses, warm referrals, and prioritized access to resources for survivors who need housing and resources in the county community.
- Foster relationships and maintain outreach strategies with rural communities to build new programs, strengthen existing programs, and acquire additional resources for survivors working towards written agreements to solidify collaborative services.
- Establish working relationships for Embrace with housing authority staff, homeless shelter staff, hotel staff, and local landlords that create options, resources, and programs addressing the barriers and housing system gaps survivors face.
- Provide leadership, management, and active participation at county-specific and regional Continuum of Care meetings, homelessness planning and count processes, and other housing-related resource meetings supporting accessible, consistent, and trauma-informed approaches to screening people into housing assistance programs and for equity in the distribution of resources at local meetings.
- Following confidentiality policies, facilitate and maintain the coordinated community response team (CCR) to ensure survivors receive sensitive, coordinated and appropriate care.
- Supervise, maintain, and enhance a Safe Exchange Program for parents and children at risk of continued violence related to custody exchanges and placement orders.
- Maintain and continually enhance the county-specific course or identified process for assisting survivors in dropping restraining orders and no contact orders.
- Assist Operations Manager in training, supervising, and retaining county-specific volunteers and interns; provide suggestions for enhancing programs with services from volunteers and interns.
- Lead and continually enhance evaluation tools and processes to assess effectiveness of services and compliance with grant program objectives; identify unmet/emerging needs and develop recommendations for program and services enhancements.
- Create, supervise, and facilitate survivor advisory panels/interviews as identified in grant program objectives and evaluation plans, along with other methods of soliciting feedback to be incorporate into policies, procedures, and program documents.
- Assist in narrative and data reporting to support grant objectives, as needed.
- Collect, maintain, and record program statistics to support grant objectives and community needs by required deadlines.
- Maintain regular communication with the Executive Director that includes reports on work activities and discussion of any emerging needs. Develop written reports as requested.
- As requested by the Executive Director, assist with grant/funding applications and opportunities.





### Office Management

- Maintain general office management and cleanliness of the assigned office and/or shelter.
- Keep track of monthly Cash/Check Log and process deposits.
- Assist with the receipt and recording of donations; send corresponding thank you notes in a courteous and timely manner.
- Forward all bills/invoices to the Operations Manager in a timely manner for processing.
- Maintain effective communication with staff on schedule changes and/or office activities.
- Maintain adequate stock of office and program supplies; submit purchase order requests as needed following Financial Policies and Procedures.
- Maintain security of the office and/or shelter by checking doors, windows, and security system on an ongoing basis.

### Advocacy and Case Management

- Assist survivors in identifying and achieving their goals by providing assistance in regular meetings, referrals, and resources in a survivor-centered, empowerment-based approach.
- Organize and prioritize advocacy-based counseling, on-going support, and crisis intervention activities in a non-judgmental, supportive, caring, compassionate and trauma-informed manner considering the needs of the youth survivor.
- Provide and/or arrange for 24/7 emergency transportation to shelter and other 24/7 accompaniment services following response policies and procedures.
- Offer 24/7 accompaniment services to survivors navigating through the legal, medical, housing, and social services systems. Facilitate contact with other agencies on behalf of survivors; accompany survivors to meetings and appointments as needed or as requested.
- Provide Embrace programming and tools to survivors in both individual and group settings following evidence-based best practices.
- Assess a survivor's need for Flexible Financial Assistance Program funds to gain or maintain independent, safe, and stable housing. Provide intensive financial planning and economic advocacy for survivors receiving FFA Program funds.
- Coordinate with Crisis Advocates to ensure survivors receive local, ongoing crisis counseling, and regular advocacy-based counseling services in a mobile advocacy format.
- Compensate for transportation and geographic barriers by traveling to meet with survivors (mobile advocacy) in confidential and safe locations as needed and schedule availability allows (community centers, libraries, schools, etc.). Provide a safe, confidential environment in office, and/or meeting spaces when providing mobile advocacy.
- Adhere to survivor-led and trauma-informed approaches by understanding the impact of trauma and promoting physical and emotional safety, ensuring cultural relevance, and supporting choice, control, and autonomy. Work in partnership with the survivor and understand that no two situations are alike. Critical thinking, exploring services, and solving problems are a fluid and flexible team effort, treating survivors as the experts in their own lives.
- Offer information that increases the survivor's understanding of trauma and coping skills, and offer opportunities for choice and control which develops and strengthens mutually supportive relationships between Embrace and survivors.
- Strive to understand and be responsive to all aspects of a survivor's identity including culture, language, religion, sexual orientation, socio-economic status, and immigration status as these factors impact the survivor's physical and emotional safety.
- Maintain services and demographics data using Osniium database for evaluation purposes.





### Education and Outreach

- Provide information to community agencies addressing Embrace's domestic and sexual violence services.
- Network with other community resources and agencies to identify unmet needs for survivors and develop and/or enhance services and resource options available for survivors.
- Provide education, engagement, and advocacy efforts among housing and resource providers in the community to nonjudgmentally view a survivor as a person having a right to safe and stable housing and that housing is the beginning of a survivor's path toward stability, not an end goal. Provide education about the connections between domestic and sexual violence and homelessness.
- Work closely with partner agencies to make certain that past or present survivors are receiving immediate and compassionate responses to their situations.
- Maintain an ongoing schedule that provides information and community outreach about domestic and sexual violence awareness throughout the county using printed materials, media, and educational events.
- Prepare brochures and advertising materials for services and events at Embrace.
- Communicate with local newspapers, radio stations, and other news organizations as needed for advertising and press releases.
- Plan and promote awareness month activities and events.
- Develop and facilitate prevention and outreach education presentations in local schools and other community locations as described in grant program objectives.

### General

- Maintain harmonious working relationships with the community, staff, and volunteers.
- Communicate and interact in a professional, cooperative manner with other staff and volunteers at the level necessary to ensure quality work between day and night shelter shifts and between multi county locations.
- Maintain a professional, confidential, non-judgmental relationship with all survivors.
  - Maintain documentation and files that ensure confidentiality.
- Function within an environment of crisis involving sensitive issues, often in conjunction with physical trauma, psychological trauma, and substance use.
- Align with Embrace's mission, vision, and values including non-violence and equity to historically oppressed and marginalized communities.
- Commit to becoming an aspiring ally to Queer, Trans, Black, Indigenous, and People of Color and other historically oppressed and marginalized communities; commit to learning ways to become more culturally humble and a better ally.
- As requested by the Executive Director, attend and participate at staff meetings, grant planning meetings, and assigned staff development sessions.
- Train, mentor, and contribute to the professional development of coworkers including incoming employees, interns, and volunteers, as requested by supervisor. Follow onboarding documents and program models for new hires and internships.
- Complete tasks as assigned by the Executive Director within the time frame established.
- Submit any proposed change in your work description to the Executive Director for prior approval.
- Maintain awareness of changes and adhere to organization operating policies and procedures.
- When time and job responsibilities permit, lend the necessary support to other programs or staff within the organization when a request is made or when the need to do so is apparent.





**HOURS:** Minimum of 40 hours per week to maintain responsibilities; the position often requires between 40-45 hours per week.  
This position is required to supervise and provide back-up services to the 24/7 crisis response and accompaniment services system which may require occasional on-call response and accompaniment services shifts be covered by the position.  
Extensive worked hours may be flexed within the pay period to accommodate crisis response and outreach services needs.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to work flexible, irregular hours with travel.
- Ability to lift and move 30+ pounds.

**SALARY RANGE:** \$45,897 - \$50,415 annual salary depending on experience, supervising duties, and office location.

