



Client Services and Volunteer Manager

Job: Client Services and Volunteer Manager

Reports to: Director of Domestic Violence Crisis Services

Classification: Full-time, exempt from FLSA; Participation in 24-hour hotline rotation as primary and/or back-up staff as assigned; other evening and weekend hours may be required.

Benefits: Fully paid health, vision and dental insurance (no employee contribution required for standard plan). Generous Paid Time Off and paid holidays package. Option to participate in 403(b) Retirement Savings Plan.

Position Summary: The Client Services and Volunteer Manager position is a full-time position providing coverage on the 24-hour domestic violence hotline and coordinating Information and Referral Services program. This position provides direct services to clients. This position also oversees volunteer recruitment and placing volunteers into programs.

Essential Job Duties and Responsibilities:

Client Services

Information and Referral Services

- Answer the business line and provide information and referral services to clients.
- Provide back-up to Information & Referral Volunteers 2-3 shifts per week when intern is not available.
- Maintain proper documentation of client contacts.
- Train and supervise Interns and volunteers serving in the Information and Referral program.
- Manage Information & Referral email and communications.

Domestic Violence Services

- Provide daytime and overnight coverage for the domestic violence hotline as assigned.
- Offer direct assistance and follow-up services to victims of domestic violence over the phone and in person.
- Maintain proper documentation of client contacts.
- Coordinate Mental Health Program including application process, follow-up, and evaluation.

Language Access

- Coordinate language access efforts for all clients in coordination with Director of Latinx Services.

Database Quality Review

- Review information and referral database entries and provide feedback to staff and volunteers for accurate documentation.

Volunteer Management

Volunteer Recruitment, Response and Placement

- Review new volunteer applications and determine the best fit for volunteer and agency.
- Send initial letter containing agency need, position description and follow-up contact.
- Keep up-to-date position descriptions for all volunteer positions and letters of interest.
- Maintain list of contacts for volunteer training and recruitment.
- Coordinate volunteer recruitment through on-line postings and additional outreach.



Client Services and Volunteer Manager

Information and Referral Services

- Screen, train and supervise Information and Referral Volunteers and Interns.
- Oversee the scheduling of Information & Referral volunteers and staff back-up shifts to ensure coverage during business hours.

Domestic Violence Services

- Schedule overnight and daytime advocate volunteer, intern and staff back-up shifts to ensure 24 hour coverage of the hotline.
- Provide primary advocates with support and guidance in accordance with the agency's back-up responsibilities.
- Assist with advocate training.

Resource Management:

- Oversee the maintenance of updated agency client resource lists.

Administration

- Responsible for the preparation of monthly programmatic report(s).
- Timely and consistent attendance at staff and program meetings.
- Responsible for participating in the on-going maintenance of a clean, organized and welcoming facility and environment.
- Other activities as assigned by supervisor.

Qualifications:

- Bachelor's or Associate's Degree preferred though equivalent experience will be considered.
- Have a solid understanding of interpersonal violence and its effect on individuals and families, and working knowledge of the role that barriers play in reaching out for support and connecting with community resources and the justice system.
- Spanish language skills a plus.
- Exhibit a passion for building trusting and empowering relationships with survivors.
- Demonstrate cultural sensitivity and the ability to work with diverse groups. Possess empathic listening and communications skills that can be adapted for survivors with various needs
- Enjoy working with a team of other committed and passionate staff members.
- Demonstrate the ability to perform job duties with a high degree of initiative and professionalism; demonstrated sound judgment, and patience.
- Possess a valid driver's license, automobile insurance, and reliable vehicle preferred.

We actively encourage diverse candidates to apply. Compass Center provides equal employment opportunities to all employees and applicants for employment without regard to race, ethnicity, religion, age, gender identity or expression, sexual orientation, disability, national origin, genetic information, or veteran status.



Client Services and Volunteer Manager

To apply, please send a cover letter, resume and three professional references (prefer at least one direct supervisor) to employment@compassctr.org. Please include the job title in the subject line of the email. No phone calls please. Applications will be accepted until filled.