

Job Title: Crisis Services Coordinator

Status: Full-Time, Exempt

Supervision Duties: Part-time on-call advocates

Reports To: Advocacy Manager

About The Blue Bench

At The Blue Bench, our mission is to eliminate sexual assault and diminish the impact it has on individuals, their loved ones and our community through comprehensive issue advocacy, prevention, and care. Our hope is to one day live in a world where sexual assault no longer exists; where there are no more victims, friends and families suffering in its wake. This is what inspires our efforts, and until that day comes, our work is not complete. Inspired by the courage of one another – as survivors, activists, advocates and community leaders, The Blue Bench has helped hundreds of thousands of Denver-area individuals find the courage to move from victim to survivor.

Job Purpose

The crisis services coordinator oversees the hotline and hospital survivor response program. They manage the recruitment, training, evaluation, engagement, retention and supervision of volunteers and on-call staff, who work primarily with victims/survivors of sexual assault and abuse. The coordinator will provide excellent holistic support to both clients through direct service and volunteers and on-call staff through regular supervision. The coordinator ensures the program is run efficiently and effectively and uses data to inform the organization of any changing trends or needs.

The ideal candidate is an organized and detail-oriented professional, who is passionate about providing emotional support to survivors. They have high emotional stamina with an ability to remain calm and focused. The candidate must have experience managing volunteers and programs to success and be a voice in the community on behalf of survivors. They are also flexible, adaptable, and have a strong commitment to anti-racism and anti-oppression values.

Essential Duties & Responsibilities

Program Management

- Manage, with support from the advocacy manager, the hotline and hospital advocacy program
- Recruit, train, manage and supervise all on-call and volunteer advocates (OVAs)
- Maintain and update recruitment materials and engagement activities to encourage and support a diverse population of OVAs
- Maintain volunteer management database and intra-net through the Volgistics platform, communications and training through Basecamp, and statistics and schedules through Google Workspace

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- Maintain a variety of community engagement initiatives, including viable sources for ongoing recruitment of OVAs, presenters, and community partners
- Organize & facilitate the 40-hour intensive training of OVAs on a quarterly basis and the 8-hour hospital advocacy training as needed
- Provide ongoing support and supervision of OVAs by facilitating monthly and quarterly meetings, coordinating speakers, and providing in-services
- Create and implement processes to address OVA motivation to ensure a positive and supported OVA experience
- Maintain confidential records in order to document required information
- Manage monthly calendars to ensure OVA coverage of essential duties
- Ensure proper tracking of all data and statistics, and leverage data and reports for program efficiency and grant reporting
- Evaluate program effectiveness and utilize knowledge to set goals and measure outcomes
- Conduct annual evaluation of the program and ensure alignment with the organizations strategic and annual goals

Direct Service Advocacy

- Respond to calls from clients on the 24-hour sexual assault crisis hotline
- Provide on-call services as a hospital advocate to individuals who have been recently sexually assaulted
- Provide support and help with problem-solving for volunteer advocates as staff-on-call

Life of the Organization

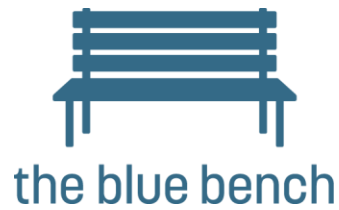
- Fully participate in organizational activities including staff meetings and learning times
- Serve as an integral member of the Client Services Team, with a collaborative approach to problem solving

Job Qualifications, Knowledge, Skills, and Abilities:

- Direct, professional experience working in crisis response services, volunteer management, supervision and advocacy. Experience may be a combination of both educational and on-the-job training
- Strong computer and technological skills; knowledge of Volgistics, Basecamp and Google Workplace a plus
- Systems/detail oriented and organized work style
- Able to engage in effective critical thinking and innovative problem-solving
- Strong interpersonal and collaborative skills
- Understands and values equity as an organizational operating principle and is committed to continued learning on issues related to justice, diversity, equity, and inclusion
- Professional and/or lived experience with cultural influences on behavior in multicultural communities. Must be open to working with diverse populations
- Flexible and adaptable to the ebbs and flows of an unpredictable workflow and work schedule

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Compensation

This is a full-time exempt position, and the salary range is \$45,000 - \$47,500 annually. Salary is negotiable based on experience and qualifications, including a language differential for those fluent in English and Spanish.

The Blue Bench is an equal opportunity employer and dedicated to a policy of non-discrimination and equal opportunity for all employees and qualified applicants. People with disabilities, people of color, indigenous people, and LGBTQ candidates are strongly encouraged to apply.

Benefits

The Blue Bench offers a comprehensive benefit package including \$300 employer contribution towards fully-funded medical plans, paid base dental, paid life insurance and long-term disability, as well as vision, short-term, and supplemental coverage options. We also offer generous paid vacation and sick/wellness time, and paid holiday leave that includes an end of year break between Christmas and New Year's.

To apply, please submit a cover letter, resume, and three professional references to jobs@thebluebench.org and include "crisis services coordinator" in the subject line.