

CHAT PROGRAM COORDINATOR

DEFINITION

Under direction, schedules appointments and ensures office coverage; develops, documents and maintains records of services provided to abused children and volunteer activities; plans, develops, and supervises community outreach and volunteer activities; screens, monitors, trains and supervises volunteers

DISTINGUISHING CHARACTERISTICS

This single position job classification has the responsibility of planning, developing, managing, and scheduling services for abused children, and coordinating outreach efforts; for the recruitment, screening, training, and supervision of volunteers.

REPORTS TO

Program Compliance Manager and Executive Director

CLASSIFICATIONS SUPERVISED

Directly Supervises: Volunteers

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES AND RESPONSIBILITIES *(The following is representative of the duties and responsibilities of this job classification. It is not restrictive as to job assignments/responsibilities required.)*

Plans, develops and coordinates services for children who have been abused or neglected; maintains office coverage and scheduling for services; documents contacts and services provided to abused children including; community outreach efforts; recruitment, screening, training, and supervision of volunteers; develops and conducts volunteer orientation and training sessions; holds volunteer planning meetings; serves as a liaison between CHAT staff, volunteers and other Lassen Family Services, Inc. staff; plans and organizes Kid's Kamp planning meetings; develops community presentations about CHAT Program; networks with community organizations and attends meetings; serves as an intake counselor; develops and compiles reports and records regarding CHAT Program functions. All other duties as assigned.

TYPICAL PHYSICAL REQUIREMENTS *(These are typical, but Lassen Family Services will make reasonable accommodations for job candidates/incumbents with disabilities.)*

Sit for extended periods; frequently stand and walk; stoop, kneel, and crouch to pick-up and or move objects; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; use of office equipment including computer, telephone, calculator, copier, fax, and manual time clock.

TYPICAL WORKING CONDITIONS

Work is performed in the community and Lassen Family Services, Inc. facilities; driving to different locations and sites throughout the service area; frequent contact and communication with other staff, the public, children, and representatives of other agencies; work hours may be variable and outside of the normal (8:00 AM - 5:00 PM) workday in order to meet the

requirements of the position.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Lassen Family Services, Inc. programs, policies, and procedures.
- Service assessment methods and techniques.
- Service and program requirements and needs of children who have experienced sexual abuse, physical violence, or neglect.
- Individual counseling methods and techniques.
- Long-range planning, service and program development.
- Community service organizations which provide social services and support.
- Principles and practices of management, supervision, and training.
- Recruitment, selection, and assessment of volunteers.
- Problems and issues impacting confidential services for children.
- Mandated Child Abuse Reporting Requirements/Laws

Ability to:

- Plan, organize, coordinate, schedule and document direct services for abused children
- Plan, develop and implement volunteer recruitment, screening and retention efforts
- Develop and facilitate training for CHAT Program volunteers
- Understand the issues and needs of children who have experienced physical violence sexual abuse or neglect
- Work with and provide peer counseling to children from a variety of socio-economic and ethnic backgrounds.
- Provide crisis intervention counseling and support, while waiting for therapist
- Gather, organize, analyze, and present a variety of data and information.
- Prepare accurate and concise records and reports, detailing program activities
- Articulate the purpose and objectives of CHAT during public presentations
- Effectively represent Lassen Family Services, Inc. policies, programs, and services
- Establish and maintain cooperative working relationships with other agencies

Training and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Completion of Lassen Family Services, Inc. Crisis Line / Domestic Violence / Sexual Assault/CASA training. Two years of previous experience in providing social and counseling services, preferably including direct experience in working with children who have been abused or neglected, and experience with community outreach efforts.

Special Requirements:

- Possession of a valid and appropriate California Driver's License;
- Possession of current automobile insurance and adequate coverage;
- Ability to pass live scan fingerprinting and Department of Justice background clearance;
- Possession of or ability to obtain a CPR certificate.