



**POSITION DESCRIPTION  
SEXUAL ASSAULT SUPPORT SERVICES  
PROGRAM COORDINATOR**

**POSITION SUMMARY:** The Sexual Assault Support Services Program Coordinator is responsible for the day-to-day operations of the Sexual Assault Support Services (SASS) Program and is directly supervised by the Crisis Call Center's Director of Programs. The SASS Program Coordinator is responsible for the day-to-day functioning of the SASS program including the recruitment, training, and maintenance of an adequate volunteer pool that insures the smooth functioning of the SASS program.

**CLASSIFICATION:** Full-time - Salary

**COMPENSATION:** \$38,000-\$40,000 annually – includes vacation, sick leave, and paid holidays, as well as medical, dental, and vision insurance.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**Sexual Assault Support Services Crisis Intervention Team:**

- Provides advocacy for survivors of sexual assault at the individual and system level.
- Provides follow up services for survivors of sexual assault.
- Recruits, screens, orients, trains, supervises, and evaluates SASS volunteers.
- Maintains referral list of available resources for victims of sexual assault.
- Conducts in-service training and organizes information-sharing and social meetings for SASS and Call Center Interventionist/Volunteers in conjunction with the Call Center Director.
- Maintains clear and open communications within the Crisis Center, especially between the Call Center and SASS programs.
- Acts as a liaison between Crisis Center, law enforcement agencies, the medical community, and the District Attorney's office.
- Maintains good working relationship with other agencies.
- Oversees the completion of the monthly schedule of volunteers, ensuring adequate coverage for all shifts.

**Support Group:**

- Works closely with the facilitator of the Sexual Assault Survivors Support Group to provide information, support and maintain pertinent data for grant reporting purposes.
- Encourages diverse, community-wide participation in the group through information and outreach activities.

**Administrative:**

- Responsible for direct supervision and training of SASS Program Staff.
- Assures compliance with all grant and contract obligations for the SASS Program.
- Assist with grant writing and procurement of funds to support the SASS Program.
- Responsible for completion of grant reports for SASS Program.
- Maintains monthly reports of clients' services, statistics, volunteer hours and other program related services.
- Reviews and updates volunteer training manual and training program, as needed.
- Serves as a representative of the Crisis Call Center and the SASS Program for the community and the media.
- Updates and maintains brochures and other information pertaining to the SASS Program.
- Prepares monthly reports for the Board of Directors.

**Additional Responsibilities:**

- Provides training, assistance and support to Crisis Lines volunteers for issues relating to sexual assault.
- Responds to sexual assault cases during and after normal business hours for shifts not covered by volunteers on a rotational basis with other staff members.
- Provides emergency back-up services to SASS volunteers and SASS volunteer back-ups on a rotational basis with other staff members.
- Keeps management apprised of barriers, changes, or gaps in the Call Center's service delivery system.

**Qualifications:**

- Successful completion of 84 hours of SASS training program required within 6-months of hire date.
- Graduation from an accredited college or university in Social Work, Counseling, and Women's Studies or related studies and/or equivalent experience.
- Minimum two years experience providing sexual assault crisis intervention services or closely related services required.
- Previous experience recruiting, training and coordinating volunteer services highly desired.
- Previous experience providing community training and education desired.
- Familiarity with relationships between law enforcement, medical community and the legal system.
- Must maintain and adhere to Crisis Call Center's ethics and confidentiality standards.
- Good people skills, along with demonstrated public speaking experience, able to communicate effectively in written and oral form.
- Ability to listen, accurately assess client needs and manage individual diversity issues presented by callers without bias.
- Good time management, organizational and record-keeping abilities.
- Computer literate with the ability to operate standard office equipment required.
- Valid Driver's License and working, licensed, insured vehicle.
- Bilingual fluency a plus.
- Must pass in-depth background check to include State and Federal criminal history and employment history.

**Purpose of the Job Description:**

- The job description does not state or imply that these are the only duties to be performed. An employee may be required to follow other instructions and to perform other duties as directed by his/her supervisor.

**APPLICATION PROCESS**

- Send cover letter, resume, and list of three professional references to Taylor Wilson at [hr@crisiscallcenter.org](mailto:hr@crisiscallcenter.org). References will only be contacted if a candidate is being considered for interview.
- This position will remain open until an offer is accepted.
- Interviews and placement will begin immediately.