

Position Announcement

Title: 24-Hour Services Coordinator

Hours: Exempt (Salaried), full-time, 40 hours (1 FTE) per week

Supervisor: Director of Program Operations and/or Executive Director

Compensation: \$52,000 per year

Benefits: Medical, dental, vision, life, and long-term disability benefits (employee premiums paid by SARC); generous vacation and sick leave policies; flexible schedule; and eight (8) additional “flex holidays” per year.

This is a permanent position, however, note that SARC is a non-profit organization funded by grants and/or private donations, and therefore all positions are dependent on funding resources available.

COVID-19 Vaccination is required for this position with SARC, per Oregon mandate.



Position Summary:

The Sexual Assault Resource Center (SARC) of Oregon is seeking a 24-Hour Services Coordinator with a comprehensive understanding of trauma-informed advocacy and response to people who have experienced sexual assault. The 24-Hour Services Coordinator ensures strategic and coordinated coverage for SARC’s 24-Hour Services, including the Support & Resource Line, Hospital Accompaniment, and tertiary support; provides direct support for the Support & Resource Line as well as In-Person Hospital Accompaniment services during normal business hours, actively recruits for open advocate positions, plans, coordinates, and assists in implementing the Advocate Training for new advocates; and assists the Director of Program Operations in evaluating and updating the advocate training, protocols, and quality of services.

All persons of every race, ethnic background, spiritual belief, economic status, gender identity, sexual orientation, age or personal ability, are equally affirmed into membership, leadership and employment at the Sexual Assault Resource Center, and are joyfully welcomed.

Essential Responsibilities

Below are the **essential responsibilities of this role**. Additional duties may be assigned.

Department/Program Coordination

- Coordinate scheduling and provide administrative support to On-Call and Volunteer Advocates to ensure coverage of all 24-Hour Services (Support & Resource Line, Hospital Accompaniment, Remote Response, and Dispatch).
- Use trauma informed, anti-oppressive, intersectional, and racial and social justice lenses to approach work with clients, colleagues, and community partners.

- Support the 24-Hour Services by answering incoming calls and/or responding to in-person advocacy requests during normal business hours, when needed.
- Provide trauma-informed and relevant emotional support, information, and referrals to individuals as appropriate.
- Maintain strong professional and personal boundaries.
- Provide mentorship to other advocates.
- Participate in shift debriefs as needed or requested.
- In collaboration with the Director of Program Operations, evaluate and update SARC's Advocate Training (in compliance with ODHS/ODOJ requirements).
- Coordinate SARC's Advocate Training for new advocacy staff and volunteers.
- Attend, and assist the Director of Program Operations with facilitating the monthly Advocate meetings.
- Provide on-going education and training for Advocates, as needed.
- Periodically provide follow up case management as funding allows and as approved by Director of Program Operations
- Maintain client files and record client data into confidential electronic records database in accordance with agency policy.
- Cover a week-long shift on the agency's dispatch phone on a rotating basis.
- Coordinate rotating Tertiary support schedule.

Administrative Responsibilities

- Collect and record required data, not to exceed confidentiality parameters.
- Submit completed and accurate administrative paperwork and timekeeping/activities at the end of every shift.
- Submit collected data no more than 12 hours after each response, while on-call.
- Actively recruit and assist with interviewing applicants for open on-call staff positions and volunteer advocate positions.
- Collect and report statistics regularly in accordance with requirements of current funding streams and as directed
- Complete scheduled narrative reports required by current funding streams, and as directed
- Routinely check-in with DPO on urgent or important updates

General Responsibilities

- Implement grant deliverables, based on funding parameters, and ensure activities are properly documented and reported

- Regularly analyze program data, assess need for program expansion, and engage in strategic planning to improve and expand program
- Maintain trauma-informed practice values throughout the program; uphold a work environment that is mutually supportive, respectful, anti-oppressive, and diverse
- Engage in regular professional development to ensure knowledge and skills refinement and that program materials are based on the most recent reliable research and practice theory
- Support community members who make disclosures about abuse or assault and refer them to services as appropriate
- Collect and report statistics regularly in accordance with requirements of current funding streams and as directed by the Director of Program Operations and/or Executive Director
- Administer programmatic evaluations; analyze and maintain evaluation data
- Complete and submit timesheets, activity logs, and expense reports as needed
- Understand and follow SARC policies and procedures
- Update and/or create program and/or organizational materials as needed
- Maintain all program equipment and supplies
- Attend staff meetings and occasional retreats
- Work collaboratively with SARC's staff, interns, and volunteers
- Participate in regular supervision meetings with the Director of Program Operations and/or Executive Director
- Attend bi-monthly staff meetings and occasional retreats.
- Attend and help lead monthly 24-Hour Services staff meetings.
- Assist with organizational operations responsibilities in a collaborative team approach.
- Actively participate in SARC's equity, inclusion, and anti-racism efforts and support staff to pursue anti-oppression activities.

Supervisory Responsibilities

The 24-Hour Services Coordinator does not have any formal supervisory responsibilities.

Qualifications - Required:

- Non-mandated reporter status, per Oregon state code
- Commitment to creating a healthy work environment that is dedicated to eliminating sexual violence and other forms of oppression.
- Philosophy compatible with SARC's mission statement, organizational values, and commitment to anti-oppression work.
- Commitment to supporting and being part of a multi-racial, diverse, and inclusive team.
- Excellent verbal and written communication skills.

- Demonstrated leadership and self-direction/self-management skills; ability to work collaboratively as well as independently.
- Proven public speaking and group facilitation skills
- Demonstrated knowledge and experience in sexual assault response strategies at the individual, relationship, and community levels.
- Ability to maintain confidentiality.
- Ability to work with SARC staff as a collaborative team member.
- Strong computer technology skills, including Microsoft Access, Excel, Outlook, and Word, and graphic design programs such as Canva. Ability to learn new technology systems and implement within scope of duties.
- Successful passage of a thorough criminal background check
- Valid driver's license and reliable transportation

Additional Qualifications – Strongly Preferred:

- Bilingual and/or bicultural.
- People who have lived experience within historically marginalized communities, such as LGBTQ2IA, BIPOC, people with disabilities.
- Bachelor's degree in social work, public health, sociology, psychology, gender studies, community health, or related field required; Work and/or Lived experience considered in lieu of education.
- Direct services in the DVSA field experience.

Work Environment, Physical Demands & Travel Requirements

The work environment for this position is a typical office environment.

Due to a statewide Oregon mandate, this position requires employees to be fully vaccinated for COVID-19. However, reasonable accommodations for employees who, because of disability or a sincerely held religious belief, practice, or observance, may be made.

The physical demands for this position requires the employee to use computers, mobile phones, and sitting/standing in an office environment. This role requires the ability to speak and hear.

This position requires the employee to live within the Portland-metro area.

Travel is required for this position; required travel to Washington County hospitals and other community response sites. Occasional travel outside the Washington County area may be for capacity-building trainings to support the program and organization. Expected travel is 10% of the time.

About SARC:

Who We Are

The Sexual Assault Resource Center (SARC) promotes social justice by eliminating sexual violence in our community through education, support, and advocacy.

Our philosophical approach begins with the recognition that sexual assault can and does happen to anyone. However, members of historically marginalized communities are more likely to be impacted by sexual violence and more likely to experience barriers to accessing services and seeking justice. SARC strives to be culturally responsive and to be intentional in our efforts to support communities disproportionately impacted by sexual violence.

We also understand that identities are intersectional, and oppressions are interlinked. To serve more fully those who have experienced sexual violence, we as an agency recognize that we must also work to address, challenge, and resist other forms of violence and oppression.

To Apply:

Please email your cover letter and resume to careers@sarcoregon.org