



## **Job Description**

### **Client Program/Services Coordinator**

#### **Nature of Work**

This Client Program/Services Coordinator position (the “Position”) is a full-time position with Rebuilding Hope (the “Agency”) involving extensive contact with sexual assault and abuse victims, as well as their support systems (collectively the “Clients”), while seeking a wide array of client advocacy and specialized support services, , as well as third-party community professionals. In dealing with issues (medical and or legal) surrounding sexual assault and commercial sexual exploitation/human trafficking, the Position serves as lead service provider and supervisor with the support of the Program Manager to recruit, train and supervise approved program(s) staff, interns, and volunteers to improve their level of performance. The employee in the Position must have the ability to exercise independent initiative and judgment within the confines of the role. The Position is subject to the policies and procedures of the Agency, and reports to the Agency’s Program Manager.

In addition to direct client service expectations as needed and to model for staff, the Position is responsible for representing the Department in the community so as to cultivate and foster effective collaborations to best serve clients’ needs. The Position is a non-exempt position.

**Responsible to:** Client Services Program Manager

**Eligible to Supervise:** Agency volunteers, interns and staff (as approved by the Manager)

#### **Salary & Benefits:**

\$45,000 - 54,000 annually (DOE)

Agency pays 100% of premiums for health, dental and vision care plans for full time employees as well as 2% contribution of eligible employee’s salary to the Agency’s SIMPLE IRA retirement plan. The Agency offers generous accrual rates for paid personal, sick and vacation time off in addition to 13 paid holidays.

**Location:** Pierce County, Washington - flexibility for remote and on-site facilitation of assigned responsibilities.

## **Responsibilities**

**Primary Objective:** Lead the day-to-day coordination of client support service programs to include 24/7 Advocacy, Sex Trafficking and Exploitation (STEP) and additional enhanced or



specialized services (i.e. CAC, PREA, etc.). This coordination includes, but is not limited to staffing program hotlines and cultivating a strong volunteer base for client service coverage.

### **Program Coordination:**

1. As advised by the Program Manager or other designee, serve as primary program contact with respect to various services, agencies and vendors (i.e. Intermedia, JAMF, etc. );
2. As advised by the Program Manager or designee, develop and/or implement a volunteer, intern, or other work placement program to support services;
3. Under the direction of the Program Manager or other designee, supervise Agency volunteers, interns and staff;
4. Take lead in coordinating collaborative client services and referrals;
5. As advised by the Deputy Director and Program Manager, ensure designated program(s) staff and volunteers/internsmaintain/complete all program/data reporting to appropriate funders (NCS, City of Tacoma Eimpact, OCVA/InfoNet, etc.) by the appropriate deadlines;
6. Implements new service enhancements under the direction of the Program Manager;
7. As requested, provide client service and data reports to the Program Manager or other designee;
8. Reviews and approves designated program staff and volunteer/intern timesheets and reimbursement requests;
9. Conduct program outreach and representation;
10. Organize and attend Agency and third-party meetings as directed;
11. Consult with Advocacy staff as needed to coordinate services and adjust program updates/changes with program(s) teams and routine program meeting spaces; and



12. Perform other tasks as directed by the Program Manager, Deputy Director, Executive Director, or their designee

#### **Direct Client Services:**

1. As needed for 24/7 shift coverage the employee in the Position is expected to maintain availability to provide core sexual assault advocacy services both remotely and in-person.
2. Provide direct client services at various third party locations (i.e. WCCW, NWDC, hospitals, etc.);
3. Completes all individual direct service data reporting requirements by the established deadlines;
4. Maintain/cover STEP Hotline or program extension on a rotating basis and respond to direct/extension calls to the Community Advocate's hotline/extension during program operating hours as well as monitor the STEP Facebook account for client messages daily and email account for professional correspondence and referrals; and
5. Completes all required ongoing advocacy training.

#### **Distinguishing Characteristics**

The employee in the Position must demonstrate competency in the following areas: a working knowledge of the issues involved in sexual violence and how individuals recover from sexual assault and the dynamics contributing to and resulting from commercial sexual exploitation/human trafficking; strong communication and listening skills; significant demonstration of leadership skills; ability to make competent and independent judgment calls relevant to their job description and expectations; ability to work with diverse groups; and commitment to Agency goals and victim/survivor empowerment.

#### **Qualifications**

The desirable experience and training for the Position include:

- **Bachelor's degree**, preferably in areas of study related to human services, social services/work, criminal justice, psychology, law and justice, women and gender studies or other related fields.
- **1-2 years of direct client/case management service experience** relevant to domestic



violence, sexual assault and/or commercial sexual exploitation/ human/ sex trafficking (preferred);

- Eventual completion of the Agency's 33+ hour state certified basic sexual assault awareness training (desired)
- 10-20 hours of additional advocacy training provided by the Agency Advocacy Department

NOTE: All new hires are subject to a 90-day review period and, upon successful completion of that review period, will earn benefits including paid leave in accordance with the Agency's adopted policies and procedures. Full-time staff may choose to opt into the Agency's policies for medical, dental, short-term disability and retirement benefits upon satisfaction of eligibility and enrollment periods. All candidates will be subject to a multi-agency background check with fingerprinting.