

## **WICHITA FAMILY CRISIS CENTER**

### **Job Description**

#### **TITLE AND CLASSIFICATION:**

**Systems Outreach Manager**

**FTE :** 1.0    **Status :** Exempt    **Supervisor:** Director of Client Services

#### **SUMMARY**

Under general direction from the Director of Client Services, serves as a member of the Leadership Team and provides direction for the day-to-day activities of the Wichita Family Crisis Center Outreach Programs. Leads and provides advocacy, supportive services and service plan development for non-residential clients. Assists Leadership Team with program development.

The primary responsibilities of the Outreach Manager are of an administrative nature requiring exercise of discretion and independent judgment involving the comparison and the evaluation of possible courses of action and/or making a decision after the various possibilities have been considered. The employee will be required to interpret and implement management policies or operating practices. As a supervisor, the Outreach Manager may be required to assume on-call responsibilities and may be required to work hours outside of regular business hours, including nights, holidays, and weekends.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The responsibilities for the Outreach Manager include:

- Develop and maintain outreach activities in the community. Assess the needs relating to domestic and/or sexual violence, including sexual exploitation victimization
- Assist Leadership Team in establishing new and maintaining existing collaborative relationships with community agencies and organizations to enhance domestic violence related efforts
- Provide day-to-day supervision and coaching for outreach team members
- Provide technical training and assistance to a variety of professional groups including law enforcement, health care, and social services, etc.
- Provide awareness and education presentations that are made in schools, community centers or other public forums and that are designed to identify crime victims and provide or refer them to needed services
- Assist in the development of informational materials on domestic and/or sexual violence, including sexual exploitation, to be provided to a variety of populations such as adolescents, adults, victims, or community and/or faith based professionals
- Assist non-residential clients in assessing advocacy needs, identifying safety issues, and developing individual safety plans
- Implement and/or facilitate education and support groups for clients
- Coordinate a wide spectrum of community resources and assist clients with informed referrals to community resources
- Maintain professional contact with community resources to keep current on services available to victims and knowledge of appropriateness for domestic and/or sexual violence victims, including victims of sexual exploitation
- Advocate for victims/survivors with systems (law enforcement, housing, immigration, etc.)

- Provide supportive services as needed for clients, including crisis intervention, personal advocacy, medical advocacy, court advocacy, law enforcement advocacy, supportive counseling, parent and child advocacy, and child/youth advocacy
- Follow up with clients to assess progress and provide continuing service as appropriate
- Assist with recruitment and training of volunteers
- Conduct evaluation of services and needs for domestic and/or sexual violence victims living in service area
- Enter program demographic and service statistics into database; review services statistics entered into database by outreach team members for accuracy; complete reports as directed
- Participate in regular meetings and trainings to coordinate services and enhance professional development
- Conduct all duties from an evidence-driven, trauma-informed, and survivor-centered model
- Create relationships with community partners to assist in education, training, and prevention
- Perform other related duties as assigned by the Leadership Team

### **SUPERVISORY RESPONSIBILITIES**

Member of Leadership Team responsible for the supervision of Outreach Advocates, Court Advocate and Medical Advocate, as well as student interns as appropriate.

### **KNOWLEDGE, SKILLS AND ABILITIES**

#### **Knowledge**

Knowledge of supervisory and management theory and techniques. Knowledge of effective group facilitation techniques. Strong knowledge of domestic violence, sexual assault, and other issues affecting women and children. Knowledge of crisis intervention techniques.

#### **Skills and Abilities**

The incumbent must demonstrate the following skills:

- ability to consistently meet deadlines
- excellent interpersonal and presentation skills
- team building skills
- analytical and problem solving skills
- decision making skills
- effective verbal and listening communications skills
- attention to detail and high level of accuracy
- effective time management and organizational skills
- effective written communications skills
- strong knowledge and experience in use of Microsoft Office products
- stress management skills

### **PERSONAL ATTRIBUTES**

The incumbent must maintain strict confidentiality in performing the duties related to agency business. The incumbent must also demonstrate the following personal attributes:

- be honest and trustworthy
- be respectful
- possess cultural awareness and sensitivity
- be flexible
- demonstrate sound work ethics
- ability to maintain professional relationships with co-workers

### **EDUCATION AND EXPERIENCE**

Undergraduate degree in social work, social services, or related field required. Leadership experience required. Professional experience and/or training in counseling, domestic violence, economically disadvantaged, leadership, or other social issues preferred. Professional speaking experience required.

### **CERTIFICATION, REGISTRATION, OR LICENSE**

Class C driver's license, motor vehicle, and insurance required.  
Background check required.

### **EXPOSURES**

Controlled inside work environment with noise/vibrations from general office equipment. Frequent exposure to other environments such as private homes, doctor offices, etc. Minimal exposure to fumes/dust/odors.

### **PHYSICAL DEMANDS**

**Work Type:** Light, exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

**Climbing/Balancing/Freedom to Move:** May be assigned to multilevel building with some floors accessible by stairs only. Minimal required to move about office. Sit about 25 percent of time.

**Stooping/Bending:** Minimal.

**Reaching:** Occasional, overhead as well as horizontal and down.

**Vision:** Adequate to perform essential functions.

**Color vision:** No particular color vision requirement.

**Hearing:** Frequently perceive nature of sounds by ear.

**Speech:** Frequently express ideas by means of spoken words.

**Eye/Hand/Foot Coordination:** Frequently operates equipment requiring moderate ability.

**Manual Dexterity:** Frequently operates equipment requiring moderate ability.

### **ENVIRONMENTAL CONDITIONS**

The incumbent is located in an open area office. The incumbent is faced with frequent interruptions and must meet with others on a regular basis.

### **SENSORY DEMANDS**

The incumbent may spend long periods of time in intense concentration. The incumbent will also spend long periods of time on the computer entering information which requires attention to detail and high levels of accuracy.

**MENTAL DEMANDS**

There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people with multiple barriers such as addiction, depression, anxiety, trauma, physical injury or other special needs and/or limitations.

**CERTIFICATION for Outreach Manager**

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

I certify that I have read and understand the responsibilities assigned to this position.

Employee Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

I certify that this job description is an accurate description of the responsibilities assigned to the position.

Supervisor's Title \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
Executive Director's Signature

\_\_\_\_\_  
Date