



## **Support Group Coordinator** Position Description

*The Orange County Rape Crisis Center's mission is to stop sexual violence and its impact through support, education, and advocacy. We envision a just and equitable world free of sexual violence and all other forms of oppression. Our values include professionalism, excellence, accessibility, social justice, community involvement, self-care, and empowerment.*

The **Support Group Coordinator** position is considered full time (1 FTE), exempt in accordance with the Fair Labor Standards Act, and requires regular hours as well as frequent evenings and weekends.

### **Responsibilities:**

#### *1. Support Group Coordination*

- Coordinate logistical preparations and publicity efforts for support groups.
- Facilitate intake and assessment of support group participants.
- Maintain and develop support group materials.
- Build relationships with organizations to offer support group services.
- Serve as a support group facilitator when necessary.
- Work with the Latino Services Coordinator to coordinate support group opportunities for Spanish-speaking clients.

#### *2. Volunteer Management*

- Recruit, train, and supervise support group facilitators.
- Maintain and develop training materials.
- Provide ongoing support and continuing education opportunities to support group facilitators.

#### *3. Client Support*

- Provide staff-on-call (SOC) cell phone coverage, crisis response coverage, and direct client assistance.
- Provide hospital response/advocacy as needed.
- Conduct client follow-up in person, via phone, and email.
- Provide appropriate resources and referrals to meet the needs of individuals and families in crisis.
- Provide direct services to English- and Spanish-speaking clients in the office and through the 24-Hour Help Line, including providing staff-on-call phone coverage.
- Provide supportive, trauma-informed crisis response to individuals impacted by sexual violence.
- Assist victims in filing for victims' compensation as needed.

#### *4. Sexual Assault Awareness Month and the Shout Out*

- Serve as the Shout Out! Against Sexual Violence lead organizer with event assistance from the Client Services Specialist, the Crisis Response Coordinator, and other members of the Client Services Team as needed.
- Ensure event is advertised and a call for submissions is disseminated in the community.
- Screen English submissions.
- Organize the screening of Spanish submissions with the Latino Services Coordinator.
- Ensure an appropriate venue and other logistics are secured for the event.
- Serve as the primary contact for event participants.
- Organize the creation of a bilingual, printed event program.
- Serve as a member of the Sexual Assault Awareness Month Committee each year to assist with the development and execution of SAAM initiatives.

#### 5. *General Responsibilities*

- Maintain appropriate, timely, and well-organized programmatic records.
- Work as a team member with other staff members and volunteers in order to achieve the mission of the Center, including providing direct client services, community outreach programs, special event assistance, and professional training when needed.
- Complete all relevant tasks and trainings as required by the Client Services Director.
- Maintain appropriate standards of confidentiality.

#### **Qualifications Required:**

1. Bachelor's degree in human services or a related field or equivalent experience.
2. Demonstrated effectiveness in communicating ideas clearly, both verbally and in writing.
3. Experience facilitating group processes.
4. Experience providing assistance to survivors of sexual violence.
5. Demonstration of cultural awareness, sensitivity, and competency.
6. Experience working with people from diverse backgrounds.
7. Strong organizational and problem-solving skills.

#### **Qualifications Preferred:**

1. Graduate level degree or two years' experience in human services or related area, particularly Social Work.
2. Bilingual in English and Spanish.
3. Experience training and supervising volunteers or employees.
4. Familiarity with community resources available for survivors of sexual violence.
5. Experience working with teams and building coalitions around issues, with a knowledge of empowerment- or strengths-based practice.

*Reports to:* The Director of Clinical and Wellness Services of the Orange County Rape Crisis Center.

*Hiring Range:* \$33,000 – \$40,000

*Hours:* 40 hours per week during regular business hours as well as frequent nights and weekends.

*Benefits:* Health, life, and dental insurance; retirement investment plan; and a generous vacation and sick leave package.

*The Orange County Rape Crisis Center is committed to fostering the leadership of people of color, Native people, immigrants and refugees, low-income people, LGBTQ+ and trans\* people, people with disabilities, survivors of sexual and/or domestic violence, and people living in the many intersections of these experiences. We strongly encourage people from these communities to apply and will not discriminate on the basis of race, ethnicity, color, socioeconomic class, gender identity, gender expression, sexual orientation, sex, religion, disability status, citizenship status, age, veteran status, or national origin.*