

Rape Response, Inc.

Job Description Community Engagement Coordinator

Purpose: The Community Engagement Coordinator is focused on expanding regional public awareness and marketing of the agency's purpose to guide citizens to services. Simultaneously the Coordinator is engaging a broad spectrum of community stakeholders to impact operations and program delivery, sufficient financial resources and volunteer advocates to meet the demand for direct services. The Coordinator leads resource development, assists the Executive Director in administration and financial management, and collaborates with the Advocacy Director to positively impact teamwork and the multi-faceted internal referrals generated by contacts in the six-county service area.

Supervised by: Executive Director

Classification, Schedule & Wages: Full-time salary (40 Hours), exempt with benefits; salary based on related education, experience, an established salary range for the position, agency funding changes or budget capacity

Qualifications:

Prefer Bachelor's degree plus 3 years of leadership experience in functions outlined in the position purpose. Commensurate experience will be considered. Must be capable of working independently, initiating work plans and reports, as well as forecasting and evaluating outcomes. Must exhibit intuitive abilities for community networking and channeling information, contacts and follow-up opportunities to team members. Travel throughout a six-county service area is required as well as night and weekend work aligned to job duties.

Duties:

*Create and implement an annual communications plan with public awareness and marketing strategies; track and report the impact of strategies on increasing services to survivors and their significant others in the six-county area; ensure excellence in presentation/public speaking content and style, including paper and digital promotional materials; promote the mission of Rape Response, Inc. in all professional interactions

*Include strategies within public awareness for promotion of a wide range of volunteer opportunities, such as but not limited to volunteer advocate, administrative, fund raising, community or agency events, training events, volunteer appreciation and referral of board member prospects; collaborates with the Direct Service Coordinator and other team members to ensure follow-up, onboarding and effective use and support of volunteers

*Create and implement an annual Resource Development plan that reflects priorities of the Strategic Plan or needs and direction of the agency; plan must include donor prospects and activities for diverse revenue categories including individuals, corporations, community organizations, churches, private foundations and other grant sources, and fund raising events; plan and activities must include relationship building with prospective and new major donors

*Ensure excellence in written descriptions of RRI and create or update model responses to common grant application or proposal requirements; develop and maintain electronic file system of grant proposals, demographics and model responses for efficient access while raising funds and to support the Executive Director's fiscal management duties

*Lead logistics of fund raising events, collaborating with existing committees and creating new committees or roles to engage sufficient staff and volunteers to achieve excellence in execution of events, net revenue results and outstanding public image and relationships throughout the event timeline and activities; evaluate process and outcomes and create and submit event reports

*Assist the Executive Director with fiscal management, compliance with funding sources, as well as applicable or assigned data collection, data entry, data compilation and reporting; leads data and administrative functions that empower the Executive Director's progress and outcomes on behalf of the corporation

Continue next page....

Duties:continued

*Data entry of contacts by designated categories in specified software or spreadsheets to impact required funder reports and track expansion of community engagement; recommends donor software or other systems to improve donor data management, donor relations, fund raising plans, prospects, results and reports for all phases of resource development

*Design, update and manage publication of agency newsletters, exhibit/event displays and annual report; monitor ongoing collection of success stories, personal testimony and photo library for use in marketing, public awareness and resource development, ensuring confidentiality compliance and use of written release of information documents as applicable

*Comply with all Rape Response policies, procedures and guidelines

*Additional responsibilities as assigned

Victim Services:

*Obtain a clear and full understanding of services and programs through victim advocacy cross training

*Complete the formal Rape Response Volunteer Advocate training series, the Victim Advocate Training [VAT], and thereafter complete 10 hours of ongoing training annually

*Ensure victims are connected to services and use training and agency resources to build competency in explaining options to victims and their significant others, as well as to citizens who seek general information

*As the position has multi-faceted community outreach functions, there will be disclosures from victims, significant others and agencies, requiring the Community Engagement Coordinator to use excellent communication, collaboration and follow-up tactics with Advocacy Director and victim service staff

Physical Functions:

The ability to physically handle any need or situation that might arise on center premises or in community settings, which could include a full range of physical tasks including lifting and carrying.

Mental Functions:

The ability to collaborate with a team of Advocates that are scheduled to ensure 24/7 access to services. Ability to handle the stress of everyday contact with survivors, their significant others, community members, organizations, agency staff and volunteers. Written and verbal communication skills are essential, including articulate public speaking skills, effective and compliant grant writing skills, and production of professional and effective planning and report documents. Must show mature leadership in problem solving, decision-making and team building. Responsible for integrity and sound judgment in areas of confidentiality and legal, ethical and policy areas for the program operations.

Professionalism Requirements:

- Communication skills, including the ability to modify, develop and improve skills
- Positive attitude and excellent teamwork skills
- Accepts other assignments, beyond primary job duties, that may support agency public relations, community education and fund raising or service delivery
- Participate in volunteer training and appreciation activities
- Able to receive feedback on performance and make changes necessary to perform the job
- Flexible; can change and adapt
- Ability to problem solve and move on without withdrawing from the team or negatively impacting team productivity
- Consistently and thoroughly reads and responds appropriately to written information
- Ability to seek support and clarification in a timely manner from appropriate managers
- Professional interactions with visitors, volunteers, donors, board members, and funders
- Accept professional development and life-long learning as a requirement of the job
- Recognize how personal values, opinions and biases can affect professional judgment
- Able to accurately articulate the RRI mission and services to public (ie...professional elevator speech)