



## SURVIVOR SERVICES COORDINATOR JOB DESCRIPTION

<b>Job Title:</b>	Survivor Services Coordinator (SSC)
<b>Reports To:</b>	Director of Programs and Survivor Services
<b>FLSA Status:</b>	Non-exempt
<b>Hiring Salary:</b>	\$45,000 - \$50,000
<b>Location:</b>	Work from Home (must live in Denver metro and be able to attend monthly in-person meetings, etc.)

**Organization Summary:** WINGS is a non-profit organization whose mission is to break the cycle and heal the wounds of childhood sexual abuse by providing education, advocacy, and support to adult survivors, loved ones, providers, and the community. We are ushering in the day when *all* survivors and their supporters have the resources they need to speak about, heal from, and thrive beyond childhood sexual abuse trauma.

**Our Guiding Principles:** Inclusivity | Confidentiality | Empowerment | Resilience | Voice | Self-care | Accountability | Advocacy

**Commitment to Diversity, Equity & Inclusion:** WINGS is committed to being an anti-racist organization, grounded in intersectional principles and fostering a culture of respect and inclusion for all. We are actively engaged in a transformational process to build these principles into all aspects of our staff and volunteer leadership, policies, practices, and programming.

**Commitment to Trauma Informed Care (TIC):** WINGS' mission and our work centers on principles of trauma-informed care, guided by SAMHSA (Substance Abuse & Mental Health Services Administration):

- Safety
- Trustworthiness & transparency
- Peer support
- Collaboration & mutuality
- Empowerment, voice & choice
- Cultural, historical & gender issues

**Position Summary:** WINGS seeks a focused, disciplined, adaptable and detail-oriented team player to serve as our Survivor Services Coordinator (SSC). This position is focused primarily on arranging and coordinating all logistical details of offering WINGS support groups for adult survivors of childhood sexual abuse and their loved ones, with significant focus on coordination of Support Group Co-Facilitation. Duties include responding to inquiries about facilitation, screening applications, setting up interviews, coordinating placement logistics, required trainings and managing all paperwork for an average of 40 therapist facilitators who co-facilitate up to 20 virtual and in-person support groups across the Front Range of Colorado. The SSC also serves as the agency administrator for Salesforce (agency database) and oversees all data and reporting. The SSC serves as a systems improvement agent, always looking for better and more efficient ways of managing the activities associated with support groups, facilitators, and data reporting. The SSC should possess the ability to make change recommendations and design and implement systems improvement processes as needed. As a critical part of the Programs Team, this full-time position will strengthen WINGS' efforts to serve as a state and

national leader in addressing unresolved childhood sexual abuse-related trauma in the lives of adults through our therapist-facilitated support groups.

**Essential Duties and Responsibilities:** To perform this job successfully, an individual must be able to perform the following satisfactorily.

**Support Groups (for Members) and Clinical Supervision Groups (for Facilitators)**

- Enter data into Salesforce and Office programs, such as group attendance and notes
- Coordinate all logistics for opening and closing support groups
- Manage and approve rosters for support group members, including requests for leave, and provide follow-up communication to staff and facilitators
- Communicate with therapists and community organizations regarding support group openings in order to generate referrals
- Conduct exit interviews for members leaving group, analyze data trends, and report out areas of success and areas for improvement
- Provide program updates to members and facilitators
- Maintain a system to identify group openings and promote vacancies in order to ensure groups are full
- Coordinate with the Survivor Services Navigator regarding support group vacancy statuses

**Facilitator Recruitment and Support**

- Coordinate with Outreach Coordinator on facilitator vacancies regarding strategic recruitment efforts in the community
- Respond to facilitator inquiries, screen applications, conduct phone pre-screenings, identify openings, and finalize placements in support groups
- Provide monthly updates to facilitators who are waiting for a support group to open
- Conduct background checks for facilitators
- Provide ongoing communication regarding support group vacancies, placements, etc.
- Coordinate all facilitator training logistics such as training dates, times, speakers and send corresponding communication
- Participate in the training of new facilitators regarding administrative processes
- Conduct facilitator onboarding/off-boarding process
- Conduct exit interviews, analyze data, and report on successes and areas of improvement
- Collect and maintain all necessary facilitator paperwork in Salesforce and Office programs, including contracts, liability insurance, DORA licensing status, required grant forms, etc.
- Contact and assign PRN placements for support groups as needed
- Work with facilitators to maintain support group roster, documenting new member group orientation, placing members on hold, additional information on member attendance and members leaving group, etc.
- Create and distribute e-newsletter for facilitators using Salsa

**Salesforce Administrator**

- Understand all facets of WING's programming to ensure efficient and effective data entry processes
- Lead internal Salesforce projects
- Work directly with staff to ensure all WINGS work can be documented in Salesforce
- Set up new features as needed, such as custom fields, custom objects, custom reports, etc.
- Ensure accurate and timely data entry of all survivor services
- Conduct all program data reporting, including tracking grant deliverables and activities

- Update and maintain members into group rosters monthly
- Identify efficiencies and accuracy improvements needed in reporting and make recommendations
- Ensure accuracy in data reporting by analyzing and identifying errors
- Recognize, analyze, draw conclusions and make recommendations based on trends in data
- Update member and facilitator records in Salesforce and send out associated correspondence
- Update and maintain preferred provider referral list (annual check-ins with providers)
- Train new staff in Salesforce
- Create new forms as needed using “Form Assembly”
- Provide technical assistance for users

### **SharePoint Administrator**

- Convene a small internal stakeholder group to assign SharePoint guidelines
- Ensure that established SharePoint guidelines are followed
- Provide SharePoint training for new staff
- Provide technical assistance for users, as needed
- Set up access for staff and facilitators

### **Microsoft 365 Administrator**

- Create new accounts and WINGS email addresses
- Create new groups and manage email distribution lists
- Provide technical assistance with apps for staff and facilitators

### **Zoom Administrator to support Virtual Support Groups**

- Provide technical assistance for users as needed
- Create, maintain, and update support group Zoom meetings and host account log-in information
- Schedule meetings for internal team, training, and new support groups on Zoom as needed

### **General Administrative**

- Ensure all group meeting locations and contracts/MOUs are updated
- Identify new support group locations as needed
- Oversee all aspects of conducting surveys throughout the year, include data analyses and conclusions for providers, survivors, loved ones, therapists, facilitators, etc.
- Oversee all aspects of the WINGS Annual Member Satisfaction Survey
- Collaborate with Communication Project Manager on WINGS Annual Report and e-communication as needed
- Create professional level reporting on survey results for funders and other stakeholders
- Manage facilitator and member email distribution list in Salsa
- Manage “sync” features between Salsa and Salesforce
- Oversee multiple calendars of deadlines and events
- Send out training certificates for training to participants
- Ensure member and facilitator documents are completed in DocuSign
- Send out birthday wishes, get well cards, etc. to members, loved ones, and facilitators
- Coordinate procuring spaces for support groups to meet in-person, maintain rental agreements, and set monthly rental fee as needed

## **Other Duties**

- Support and adhere to WINGS mission and guiding principles of: inclusivity, confidentiality, empowerment, resilience, voice, self-care, accountability, and advocacy
- Support and adhere to WINGS commitment to Diversity, Equity & Inclusion (DEI) through attending agency trainings, committing to professional and personal growth. WINGS is committed to fostering a culture of respect and inclusion for all.
- Support agency Trauma Informed Care (TIC) interventions to reduce secondary trauma
- Attend supervision (as assigned) with Director of Programs and Survivors Services and proactively communicate concerns and needs as they arise
- Attend internal and external meetings, training, and events as assigned
- Document all processes within the SSC role creating and maintain WINGS' Standard Policy and Procedures (SPP)
- Respond to survivors of childhood sexual abuse in a compassionate, trauma informed, and supportive way
- Work collaboratively with WINGS team members on program coordination and reporting duties
- Foster transparent communication with all program staff and volunteers in alignment with organization direction
- Provide general support to the Programs Team as needed
- Support WINGS events (Race for Healing, Wine, Wishes & WINGS)
- Other duties as assigned

**Competencies:** To perform the job successfully, an individual should demonstrate the following.

**Content Knowledge** - Specific knowledge of child sexual abuse dynamics required. Knowledge of trauma informed care for clients, required. Proven capacity to learn, understand and communicate these complex issues. Knowledge of gender based and sexual/domestic violence a plus. Awareness of and sensitivity to cultural, ethnic, racial, gender and gender identity, sexual orientation, and socioeconomic differences.

**Communications** - Exhibits excellent listening and verbal communications skills. Exhibits excellent writing skills and keeps stakeholders and others adequately informed. Selects and uses appropriate communication methods. Excellent presentation and public speaking skills. People oriented.

**Continuous Learning** - Assesses own strengths and weaknesses. Pursues training and development opportunities. Seeks feedback to improve performance and takes direction openly. Shares expertise with others. Strives to continuously build knowledge and skills. Excellent ability to learn and understand new developments and current trends in the non-profit world, as well as the world of sexual violence – locally, nationally and globally.

**Diversity Commitment** – Dedicated to working with a diverse workforce. Demonstrates knowledge of and supports WINGS' mission with a DEI commitment. Educates others on the value of diversity. Promotes a harassment-free environment. Shows respect and sensitivity for cultural differences.

**Customer Service** - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service. Ability to initiate and build relationships with survivors, service providers, donors and the community at large. Team player with a passion for innovation and being part of team to achieve transformational growth.

**Dependability** - Commits to doing the best job possible. Follow instructions. Keeps commitments. Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Take responsibility for your own actions.

**Planning & Organization** - Integrates changes smoothly. Provides organizational structure and planning for staff and volunteers supervised by the position. Assists staff with integrating organizational change. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

**Quality** – Provides quality work products. Fosters quality focus in others. Improves processes. Measures key outcomes. Sets clear quality requirements. Solicits and applies customer feedback.

**Use of Technology** - Excellent and ability knowledge of Microsoft Office (Word and Excel), Survey Monkey and databases is required for this position. Uses technology to increase productivity. Knowledge and experience using online technology and social media. Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems.

**Knowledge, Skills & Abilities:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and /or abilities required.

- Ability to help lead/support WINGS in reaching our goal to become a data-driven agency. Demonstrated ability to analyze and draw conclusions from data.
- Knowledge and skill in managing and growing databases and reporting.
- Demonstrated knowledge and skill in quality assurance and continuous learning processes.
- Must possess well developed and strong organization and time management skills.
- Ability to adapt, juggle and meet competing deadlines and work with a sense of urgency.
- Must be extremely detailed oriented.
- Knowledge and skill to create and maintain intricate processes and systems.
- Must enjoy diversity in duties and remain agile/flexible to meet work demands.
- Ability to prioritize work activities and deadlines.
- Ability to handle confidential and sensitive information without breach.
- Ability and skill to provide professional and sophisticated level customer service to multiple stakeholder groups.
- Excellent ability in verbal and written communication.
- Ability to work well independently and within a team environment.
- Ability to work in multi-cultural setting.
- Ability to work effectively in a work-from-home (remote) setting with minimal in-person supervision.
- Knowledge and skill regarding non-violent and trauma informed communication.

**Cultural Competencies:**

**Awareness of one's own world view and that different world views exist**

- Awareness of your own attitudes, beliefs, biases, and assumptions about others.
- Awareness of the various dimensions of diversity, including gender, race, and ethnicity.
- Acknowledging that people from other cultural groups do not necessarily share the same beliefs and practices or perceive, interpret, or encounter similar experiences in the same way.

- Recognizing that everyone has at least some ethnocentric views that are provided by that culture and shaped by his or her individual interpretation of it.
- Cultural knowledge of key populations will be served to address disparities that exist as it relates to adult survivors of childhood sexual abuse.

**Demonstrated positive attitudes towards cultural differences**

- Showing respect and openness toward someone whose social and cultural background is different from one's own.

**Skills for communication and interaction across cultures**

- Ability to recognize and manage one's own behaviors, moods, and impulses — to create an inclusive, equitable, and welcoming environment within our organization.

**Education/Experience:**

- Bachelor's degree preferred but may be substituted for relevant experience.
- Two years' experience working in a non-profit environment, preferred.
- Three years' experience with conducting and analyzing surveys, preferred.
- Four years' experience with databases, data entry, data sets and reporting, preferred.
- Five years of customer service experience to internal and external stakeholders, preferred.
- Experience working in a data-driven environment, preferred.
- Knowledge and experience working with adult survivors of childhood sexual abuse and loved ones, preferred.
- Knowledge and experience working with a learning management system (LMS), preferred.

**Supervisory Responsibilities:** None currently.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**Travel:** Occasional travel around the Denver-metro area will be required for the SSC to attend WINGS internal and external meetings, training and events. While rare, staff may be asked to attend meetings or training in other parts of Colorado. Mileage reimbursement is provided for staff travel required for agency purposes.

**Work from Home:** While this is a work from home position, the employee must reside in the Denver metro area so that they may attend regular in-person meetings with staff and external partners. Because this position deals with confidential information and situations, the staff must work from a home office; the SSC cannot conduct most WINGS' business in a public location. WINGS will provide a laptop for work use, but the employee must have access to reliable internet service and provide their own cell phone, which can download the phone service app utilized by WINGS.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Generally, it works in the office; therefore, the noise level in the work environment is usually moderate. The employee may occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and distance vision. While performing the duties of this job, the employee is regularly required to sit and talk and hear. The employee is occasionally required to stand, walk, climb or balance and stoop, kneel, crouch, or crawl.

***The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.***

**Salary and Benefits:** Competitive salary commensurate with experience, plus a comprehensive benefits package offering: generous PTO accrual and 9 paid holidays; major medical (several options available), dental, vision, and life insurance; voluntary short-term and long-term disability; HSA or FSA program; and 401k program with up to 3% employer match.

*WINGS values and is strengthened by diversity. We are committed to ending bias and discrimination in our community and ensuring equity within all aspects of our organization. We are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment, transfer, or promotion opportunities without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status, or any other characteristic protected by law.*

**Instructions to apply:**

- Please send your letter of interest, résumé, and answers to the five questions found below to [lori.frasco@wingsfound.org](mailto:lori.frasco@wingsfound.org). Use the subject line: “Applicant – SSC.”
- Please do not include answers to the below questions within your letter of interest but rather provide them in a separate attachment.
- Please send all attachments as one single document, saved as a PDF, so formatting will be preserved.
- Deadline to apply is 5:00 p.m. on Monday, October 11, 2021.

- 1) What would your greatest hopes be, if selected for this position?
- 2) What combination of skills, experience and attitude make you prepared for this role?
- 3) What would success look like for you if you were in this position?
- 4) What type of support would be helpful to you to achieve this success?
- 5) What do diversity, equity, and inclusion mean to you and why are they important in the workplace?