

## **CITY OF CHATTANOOGA**

### **Classification Specification Title: Assistant Director Outreach, Training, and Volunteer**

**Department: Executive Branch**

**Pay Grade: GS.13**

**Supervision Received From: FJC Executive Director**

**FLSA Status: Exempt**

**Supervisory Responsibility For: FJC CCR Spec, FJC OVC**

**Established: 10/01/22**

**Project Coordinator**

**Revision Dates: 3/28/25;**

**8/27/24; 10/20/23**

#### **CLASSIFICATION SUMMARY:**

The incumbent serves as back up for the Executive Director and as a liaison from the Family Justice Center (FJC) to relevant community partner organizations to build capacity in communities and enable community access to the FJC operations. As essential FJC staff this person is cross trained to provide support and backup to direct service staff. This position will provide coordination of MOU annual renewals and process new MOU's; acclimate new staff and volunteers to the FJC and its Partners. The Associate Director provides compliance for funding budgets and deliverables, website oversight, and FJC affiliation (accreditation) coordination. The AD will work with community partners and the Coordinated Community Response Team to identify underserved and unserved populations, address gaps in service, and implement strategic communications. This position coordinates and oversees the volunteer program, training program and outreach at the FJC and offers support to FJC staff and its onsite partners. The Associate Director supports internal and external operations and will provide supervision for assigned staff and management facility operations, for FJC and its partners. Establish and Coordinates a comprehensive training and education offering to the larger community on issues that impact individuals and families who experience family violence, intimate partner violence, child abuse, elder abuse, and human trafficking.

This position works closely with other members of the FJC and Office of Community Health Teams and all other workgroups and committees under the supervision of the FJC Executive Director.

#### **SERIES LEVEL:**

The Assistant Director Outreach, Training, and Volunteer is a stand-alone position.

#### **ESSENTIAL FUNCTIONS:**

*(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

#### **Operations**

Participation, coordination and implementation of the strategic plan of the Family Justice Center.

Assist the Director in developing and managing FJC budget including grants and general fund; prepare cost estimates for budget recommendations, monitors and controls expenditures and supports manages financial operations. Complete quarterly and annual reports to funders including outcomes and outputs information.

The Associate Director provides compliance for funding budgets and deliverables, website oversight, and FJC affiliation (accreditation) coordination.

Continuous quality improvement: progress toward goals.

HR liaison for ensuring compliance for funders, OCJP, and VAWA requirements for volunteers and staff.

Operational functions, safety committee.

Assisting the ED in establishing and enforcing budgets, timelines and metrics.

Facility oversight including occupancy for FJC partners leasing.

Assisting the Executive Director with projects and initiatives and serving as back up for the ED as well as for the administrative support specialist.

Will be CJIS certified.

Onboarding new staff.

Supervises FJC staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained, ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; evaluating and approving requests for leave and making hiring, termination and disciplinary decisions.

Coordination and oversight of the website. Oversees and participates in regular community newsletters; active social media and prepares annual reports for the FJC in conjunction with ED and reviews and approves all advertising and signage related to the FJC.

Oversee MOU for new agencies as well as yearly renewal for current partners.

IT liaison for equipment, tracking and purchasing.

## **Outreach**

Establish connections and engagement with groups, and individuals in the community to facilitate opportunities for specialized training programs and increased understanding of services provided by the FJC.

Work with community partners and the Coordinated Community Response Team to identify underserved and unserved populations, address gaps in service, and implement strategic culturally sensitive communications.

Coordinates the day-to-day delivery of Outreach, which includes brainstorming potential partnerships or methods for engagement with the community, developing, planning,

coordinating, administering, and evaluating programs, projects, processes, procedures, systems, standards, participates in strategic planning, and/or service offerings;. and ensures compliance with Federal, State, and local laws, regulations, codes, and/or standards.

Public Relations: working on communication with donors; press releases, brochures, social media, and email campaigns.

Increase community awareness of victimization, prevention, and available resources through public speaking.

### **Training Program**

Identify training needs for partners and community allies and mapping out annual training Plans for FJC staff, partners and other community based organizations and larger communities.

Design, develop and support training programs (may be outsourced or in house) and community awareness events.

Market training. Awareness events, services etc to employees, partners, and target audiences.

Contribute to quality services by staying informed of developments and trends in the area of trauma and victimization, especially as it relates to intimate partner violence, sexual violence, and child maltreatment.

### **Volunteer Program**

Develop, implement and manage strategies for a comprehensive volunteer program that includes recruitment, screening, training, evaluation, management appreciation and retention of volunteers and interns.

Establish and develop implement policies and procedures, volunteer job descriptions and structure for a Victims Services Volunteer Program.

Oversee implementation of Partner satisfaction and evaluate needs.

Ensures volunteers and interns receive quality training by coordinating a training plan based on best practices that meets state and grant funding guidelines.

Provide regular communication, inspiration and appreciation of volunteers on a regular basis.

Provide regular, quality supervision of volunteers and non counseling interns.

Record and report program statistics accurately and in a timely fashion for funders.

Assign volunteers based on interest, education and availability.

Participate in a variety of meetings, seminars, conferences, training sessions and/or other related events in order to receive and convey information.

Enters and maintains information into applicable databases and/or other computerized systems to collect and maintain records and information in the assigned area of responsibility.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

**MINIMUM QUALIFICATIONS:**

Bachelor's Degree from an accredited school in social/human services, education, criminal justice or related field and five (5) years of managerial experience, community organizing, quality control, establishing and enforcing budgets and grants, facility oversight, PQI initiatives, staff wellness, basic knowledge of OSHA safety standards, and strategic planning and implementation; or any combination of equivalent experience and education.

**LICENSING AND CERTIFICATIONS:**

Bilingual Spanish is preferred.

**KNOWLEDGE AND SKILLS:**

Leadership skills include managerial, community organization strategic planning, PQI, communication written, and oral.

Knowledge of local and statewide domestic violence resources; community demographics; project management principles; customer service principles; problem-solving methods; and applicable Federal, State, and local laws, codes, regulations, policies, rules, and regulations.

Skill in working independently or in a team environment; organizing, planning and prioritizing work; strong problem solving; excellent written and verbal communication; using a computer and related software applications; building relationships; facilitating meetings; exercising good judgment and effective decision-making; sensitivity to changing situations; planning, developing, supervising, and managing program and/or events; preparing and maintaining policies and procedures; working under and reporting on grants; communication and interpersonal skills as applied to interaction with coworkers, supervisor, FJC partners and the general public.

Skills in delegating and managing a team of volunteers; monitoring and evaluating; development and coordination of training programs and conference planning.

**PHYSICAL DEMANDS:**

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

**WORK ENVIRONMENT:**

Light Work: 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. If the use of arm

and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

**SPECIAL REQUIREMENTS:**

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.