



Position: Community Outreach and Services Director

Status: Permanent, Exempt, Full Time

Hours: Regular schedule; Primarily weekdays; some evenings and weekends

Salary: \$89,401-\$101,015, DOE benefits available first of the month following date of hire

Responsible To: Deputy Director

Location: On-Site

Candidates with bilingual competencies provide an additional and essential value to our organization, and we increase our starting wage accordingly for bilingual staff.

Note to Candidates:

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every single one of the qualifications as described in a job description. Clackamas Women's Services is committed to building a diverse and inclusive organization and we strongly encourage you to apply, even if you don't believe you meet every one of the qualifications as described or if you require a reasonable accommodation to apply for or perform job duties.

About Clackamas Women's Services (CWS)

Clackamas Women's Services (CWS) was incorporated in 1985 as Clackamas County's first shelter for survivors escaping family violence and domestic abuse. CWS' service delivery framework is built on trauma-informed best practices that promote safety and self-determination. Our vision is to live in a society that no longer tolerates domestic and sexual violence, but rather thrives on mutual respect.

CWS offers comprehensive, responsive solutions for adults and children impacted by sexual assault, domestic violence, stalking, the sex industry, and elder abuse. Through our emergency shelter, A Safe Place Family Justice Center, satellite offices and throughout the community, CWS coordinates services with other public and private agencies in order to best serve survivors seeking help. Participants in our programs receive no-cost services by highly trained staff.

CWS is committed to building an organizational culture that reflects our values. We envision a community of survivors, staff, partners, volunteers, and donors who are deeply committed to breaking the isolation of domestic and sexual violence. We do this by creating community and partnership, honoring, and celebrating survivors, and engaging in work toward equity and social change through community engagement and by investing internally in continual improvement and learning processes. We are dedicated to the ongoing work of creating and sustaining a community where everyone can thrive.

Benefits of working at CWS:

Clackamas Women's Services is proud to offer competitive wages, paying above market for all positions and offering a full package of benefits including:

- 100% employer-paid health, dental, vision, and alternative care benefits.
- 100% employer-paid long-term disability and life insurance.
- Generous PTO (28.5.5 days in first year based on accrual).
- Paid day off for birthday.
- Paid parental leave.
- Monthly retirement plan contribution of 5%.
- Anniversary bonus, \$25/year of service.
- Employee Assistance Program.
- Monthly racial affinity groups and opportunity for DEI related coaching.
- Professional development opportunities.
- CWS was voted (by our staff) as one of the 100 Best Nonprofits to Work for in Oregon!
- Work with a heart-centered team providing culturally responsive emergency, transitional, and long-term supports, and services. CWS helps survivors build hope and resilience so they can achieve their goals for personal safety, physical and mental wellness, financial autonomy, and family stability.

Position Summary:

The Community Outreach and Services Director oversees the out-stationed and co-located advocacy programs provided by Clackamas Women's Services, including our advocacy programs at Department of Human Services, Providence Hospitals, Clackamas Community College, and Clackamas County Behavioral Health by providing supervision and support to out-stationed advocates, building and managing relationships with partner agencies and sites and overseeing the development of new programming in the community and well as supporting the training that CWS offers to partners, volunteers, staff and community through oversight of the CWS Outreach and Training program.

Specific Areas of Responsibility:

Programs and Services:

1. Lead development and implementation of CWS Sexual Assault response programming. Serve as lead liaison with Providence Hospitals, sexual assault forensic nurses Examiners (SANEs), District Attorney's Victims Assistance (DAVA) and other community based agencies providing sexual assault/hospital response.
2. Lead CWS partnership with Department of Human Services, attending all regular meetings and developing the partnership with Self Sfficiency, Child Welfare and Adult Protective Services.
3. Lead CWS partnership with Clackamas Community College, working with CCC staff and student leaders to increase outreach, partnership and on-site services.
4. Train, and provide supervision of co-located direct services staff. Provide weekly supervision to staff, annual performance evaluations and ongoing coaching and professional development.
5. Facilitate weekly Team Meetings.
6. Provide support and direction for the CWS Outreach and Training program. Support the Outreach and Training Coordinator in the delivery and coordination of the Domestic Violence Advocacy Training program, CWS community outreach and trainings for local partners and communities.
7. Manage implementation of program aspects of CWS' Strategic Plan in programs overseen.

8. Provide regular feedback to program staff and daily triage to resolve complex problems or unique situations.
9. Provide expertise for and establish quality standards, performance expectations, practices, and policies for delivery of direct services and *implement measurable benchmarks to ensure standards, goals and performance expectations are met.
10. Support agency in centering equity and inclusion and in developing and implementing cultural competency, cultural responsiveness and culturally specific programming goals and services.
11. Provide leadership and support in program and agency evaluation strategies and determine gaps and the needs for improvement.
12. Maintain working knowledge of best practices in the field and continually work to raise service delivery beyond that level.
13. Provide support for implementation of agency data collection systems.
14. Serve as agency Custodian of Records for co-located programs. Monitor program records and ensures grant contract compliance.
15. Complete monthly, quarterly, and annual grant reports and ensure reports are submitted to funders on a timely basis.
16. Participate in program planning processes with each team to set both short-term and long-term goals and objectives for programs.
17. Provide adjudication of participant grievances, as necessary.
18. Act as back-up to program staff and Advocacy Center and Services Director during planned and unplanned absences and in emergency situations.
19. Keep other leadership regularly informed on CWS programs.

Systems Engagement and Community Networking:

20. Represent the mission, values & philosophy of CWS to program participants, staff, partners and to the public.
21. Responsible for cultivating and managing strong formal collaborations with a wide range of community partners.
22. Act as liaison and problem-solve with other community service providers.
23. Maintain collaborative associations with public and private organizations regarding domestic violence and related survivor needs.
24. Represent agency by attending public and private service provider meetings.
25. Speak publicly on behalf of the organization, as necessary.
26. Work directly with the Deputy Director to identify, create a plan and cultivate strategic partnerships with community partners and stakeholders, specifically in the area of service delivery and outreach.

Other:

27. Provide direct service support as needed in programs.
28. Prepare regular program reports for Executive Director & Board of Directors; provide occasional reports at meeting of the Board.
29. Meet regularly with Deputy Director to plan and prioritize activities.
30. Other duties as assigned.

General Responsibilities:

1. Represent the mission, value, and philosophy of CWS to program participants, employees, Community partners, and to the public.

2. Represent and reflect the values of the agency through direct communication and collaboration with co-workers, partners, and participants.
3. Model values of equity and inclusion in decision making and daily work.
4. Participate in speaking engagements and educational trainings as requested.
5. Attend CWS all staff meetings and regular team meetings when needed.
6. Attend bi-weekly FJC Partner meeting and other meetings as needed.
7. Meet regularly with the Deputy Director to plan and prioritize projects.
8. Submit necessary monthly timesheets and mileage reimbursement forms.
9. Manage daily schedule appropriately.
10. Other duties as assigned.

QUALIFICATIONS:

- ◆ Minimum 5 years management experience or 1 year program director experience.
- ◆ Minimum 5 years direct client service / programming experience.
- ◆ Minimum 5 years management / budget / personnel experience.
- ◆ Experience working with law enforcement, criminal justice systems preferred.
- ◆ Thorough understanding of project/program management techniques & methods.
- ◆ Excellent organizational and leadership skills.
- ◆ An analytical mindset with great problem-solving abilities.
- ◆ Excellent communication skills.
- ◆ Demonstrated ability to effectively communicate understanding of domestic & sexual violence, and their effects on survivors, their children and society.
- ◆ Demonstrated understanding of anti-oppression issues, ability to work effectively with individuals from diverse backgrounds, and understanding of culturally responsive service delivery methods.
- ◆ Enthusiasm for working collaboratively with a wide range of public and private systems intersecting with the DVSA field (law enforcement, DHS, courts, education, etc.).
- ◆ Demonstrated experience and solid relationships with Clackamas County social service delivery agencies preferred.
- ◆ Demonstrated understanding of participant outcomes, and moderate to significant statistical reporting experience.
- ◆ Successful experience writing government grant proposals and reports.
- ◆ Computer proficiency in Windows environment including word processing and spreadsheets and client databases.
- ◆ Reliable transportation and valid driver's license required; position includes use of personal vehicle to complete some tasks.
- ◆ Must be able to travel throughout Clackamas County and the Greater Portland Area.
- ◆ The person in this position frequently remains in a stationary position and periodically: moves items (up to 25 lbs.) from one place to another and regularly moves throughout CWS worksites to access files and meet with staff and participants.

We are committed to building a diverse and inclusive workforce that represents the communities we serve. Women, people of color, LGBTQ+, older adults and people with disabilities are strongly encouraged to apply.

Clackamas Women's Services complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, disability, religion, sex, gender identity, sexual orientation, or age.

Clackamas Women’s Services operates its program, services, and activities in compliance with federal nondiscrimination laws.

Please submit a resume and cover to hr@cwsor.org with the subject line of “Community Outreach & Services Director”

Employee Signature

Date

Program Manager/Director Title

Date

**As noted in CWS Personnel Policies: any job may be reclassified at any time.*