



## **First Response Program Coordinator Job Description**

**Job Title:** First Response Program Coordinator

**Responsibilities include, but are not limited to the following:**

- Oversee planning, development, and management of Avalon Healing Center's First Response/Crisis Response program
- Provide direct supervision to First Responders and administrative support to all advocacy staff, volunteers, and interns
- Manage internal scheduling platforms and maintain First Response on-call calendar, including scheduling of staff and coordination of time-off/vacation/emergency coverage
- Obtain, order, create, and/or organize all supplies for the First Response Program. This includes clothing kits, emergency phones, snacks, resource packets, gift cards, hygiene kits, and other necessary supplies
- Assign responsibilities to the First Response Team for maintenance of Avalon's clinic locations
- Manage Avalon's contractor list for all staff, volunteers, and interns to obtain hospital badges (DMC & St. John Moross)
- Track/order/distribute keys for staff, volunteers, and interns to clinic locations
- Organize and facilitate monthly First Response Team Meetings
- Assist with interviewing, onboarding, and training staff, volunteers, and interns
- Engage as an active member of Avalon's leadership team and provide support in developing best practices in the area of programming, organizational growth, strategic planning, and related organizational initiatives
- Manage office phone calendar by adding/removing staff to MAX UC line
- Assist in monitoring and tracking of specific assistance support including gift cards and emergency hotel requests
- Manage and track paid shifts offered to First Response and Advocacy staff and submit monthly reports for payroll
- Preparation and organization of monthly statistical reports required for grant contracts and submit requested reports as necessary
- Provide crisis intervention and support to adult and adolescent survivors of sexual assault and human trafficking during medical forensic exams and other emergency related follow up care at Avalon's 6 clinic sites and surrounding hospitals (*includes pediatric population*)
- Provide assistance to sexual assault survivors in filing police reports, applying for and obtaining PPO's, referrals for non-criminal related legal needs
- Complete other tasks assigned by the direct supervisor and/or Executive Director

**Minimum requirements include:**

A bachelor's degree in Social Work, Psychology, Counseling, Social Science(s), criminal justice or similar degree and/or significant experience working with vulnerable populations, and experience working in a diverse, underserved community. Experience working in a survivor-centered environment or community-based advocacy organizations with an understanding of trauma-informed services is highly preferred. A familiarity with city agencies and the criminal justice and civil legal systems is also preferred.

Additional experience requirements:

- Experience with supervising and providing support to staff
- Training in the provision of trauma-informed services and philosophies
- Program planning, development, implementation and management
- Experience working with and leading multi-disciplinary teams
- Critical thinking, organization, ability to work under pressure, ability to meet deadlines, ability to work independently and in teams, and multi-tasking skills
- Have a clear understanding/knowledge of sexual assault dynamics and its impacts at the micro, mezzo, and macro levels and dynamics of working across intersectional identities, especially members of marginalized communities

**Hours and Salary:**

**Salary:** \$62,500-\$67,500. Full time - 40 hours per week office responsibilities with some flexibility to work from home. Provide quarterly weekend and holiday on-call coverage support to the First Response program. Some evening/weekend hours are required.

**Equal Employment Opportunity Policy:**

Avalon provides equal employment opportunities to all applicants and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

**Send resume and cover letter to LaKema Covington, Director of Outreach and Education, at [lcovington@avalonhealing.org](mailto:lcovington@avalonhealing.org) by June 7, 2024.**