



ALLIANCE FOR COMMUNITY TRANSFORMATIONS

PO Box 2075, Mariposa, CA 95338, (209) 742-6456, www.alliance4community.org

Job Title:	Los Banos Program Specialist	Job Category:	Administrative
Classification:	Office Based Services	WC Code #:	8742
Location:	Valley Crisis Center	Travel Required:	Yes
Level/Salary Range:	\$16.50 per hour	Position Type:	Full time; 40 hours per week
HR Contact:	Denise Conway	Phone:	(209) 742-6456
Name:		Date of Hire:	
Immediate Supervisor:	Program Coordinator		
Benefits:	9 Paid holidays, 152 hours Paid Time Off per year, Cafeteria Plan with Health, Dental, Vision, Life Insurance, and Retirement Benefit Options.		

Applications Accepted By:

E-mail:
denise@alliance4you.org
 Subject Line: Los Banos Program Specialist
Attention: Human Resources

Job Description

Role and Responsibilities

The Los Banos Program Specialist position will be responsible for creating a welcoming environment for clients and community partners in person and over the phone in a professional responsive manner. This position will ensure the smooth operation of the Los Banos Satellite Office, as well as, providing outreach and crisis intervention.

Resource Liaison:

- Serves as a liaison/advocate between VCC clients and community resources
- Acts as a representative for VCC at community meetings to ensure appropriate coordination of services for VCC clients
- Ensure that VCC staff are kept up to date on changes in community resources
- Provide culturally appropriate services and referrals and/or coordinates interpretation services
- Provide presentations and training to community agencies, staff and volunteers on all aspects of domestic violence and sexual assault victims

Prevention Education:

- Work collaboratively with Prevention Specialist and other VCC prevention staff program objectives
- Conduct and develop when needed, appropriate curriculum for presentations that promote audience participation and focus on prevention and ending violence of any kind
- Provide trainings on prevention to staff, faculty and other groups that have contact with students and underserved populations





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- Work to secure collaborative relationships with other community partners, on campuses and among the community to organize events promoting domestic violence, sexual assault, and human trafficking awareness and prevention

Crisis Intervention & Advocacy:

- Responds to victims of crime to reduce level of trauma and provide support in a way that reflects the agency's mission, vision, and values
- Assess the immediate needs and lethality of walk-in-clients and respond to call-outs and crisis calls during regular business hours
- Answer crisis line calls, assess for services, provide referrals and completes necessary documentation
- Responds to calls requesting an advocate for clients, law enforcement agencies, medical facilities and other social services providers when it is appropriate and safe to do so
- Provide emergency transportation when necessary and safe at the request of the supervisor
- Provides advocacy and accompaniment on behalf of walk-in clients, call outs, and crisis calls
- Prepares correspondence on behalf of clients to services providers
- Accompanies and transports clients as needed to medical, criminal justice, and social service appointments to seek help with needs
- Maintain confidentiality of client information included in files, conversations or obtained from written sources
- Ensure that the appropriate documentation and releases have been signed
- Maintain a professional demeanor when working with clients and community partners
- Communicate with agencies as needed for the purposes of securing services for the client and ensuring their safety
- Contact the client in one or two days for the purpose of following –up, providing safety planning and going over available resources
- Ensure that the client receives the necessary information to access additional services and referrals
- Responds to crisis after hours and weekends through the crisis hotline or in person on a rotating on-call basis

Other Direct Services:

- Provides assistance with restraining orders/custody papers when needed
- Provides court support and general information regarding the criminal justice system; acts as a court escort and provides information on the status of the client's case when needed
- Provides short term supportive counseling and case management as needed

General Duties:

- Compiles documentation necessary for statistical reports and case records in a timely manner
- Participate in trainings
- Attend weekly staff meetings and case reviews

Other Duties:





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- Other duties as assigned

Qualifications and Education Requirements

Knowledge of:

- Computer Programs
- Empowerment coaching techniques
- Crisis Intervention and Peer Counseling Techniques
- Community Resources

Ability to:

- Communicate effectively orally and electronically in writing with individuals and groups, also with public, private and governmental agencies
- Communicate and deal effectively with individuals and groups in stressful situations.
- Work effectively with limited supervision, high stress and rapidly changing situations and circumstances
- Effectively communicate with various socioeconomic and cultural backgrounds

Education/Experience:

- High School Diploma; Some college or vocational courses desirable
- Ability to communicate compassionately, reasonably, and clearly with diverse group of individuals
- Complete 40 hours Domestic Violence and 40 hours Sexual Assault Counselor Training upon hire
- Complete First Aid/CPR certification upon hire
- Prefer three years of experience working as an employee or volunteer in social services

Physical Requirements:

- Facility to sit at a desk, conference table or in meeting rooms of various configurations for extended amounts of time
- Facility to see read and distinguish printed and handwritten documents
- Facility to hear and understand speech at normal room levels, and to hear and understand speech on the telephone
- Physical agility to lift and carry up to 25 pounds, and to bend, stoop, walk and reach overhead
- Physical agility to push/pull, squat, twist and turn
- Mental acuity to perform the essential functions of this position in an accurate, neat, timely fashion: to make good judgments and decisions; and to evaluate the results of decisions and judgments

Note:

This list of essential functions and physical requirements is not exhaustive and may be supplemented as necessary in accordance with the requirements of the job. Alliance for Community Transformations adheres to the provisions of ADA regarding reasonable accommodation procedures.

Additional Requirements:

- Must complete finger printing and background check upon hire, at Alliance expense. Failure to pass fingerprint clearance or background may result in withdrawal of job appointment





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- Must have reliable transportation, a valid driver’s license, and DMV clearance

Alliance for Community Transformations Values: Confidentiality, Safety, Equality, Respect, Empowerment, Personal & Professional Responsibility, Social Change Through Education & Advocacy and Sustaining Ourselves & Our Communities.

Alliance for Community Transformations is an equal opportunity, affirmative action employer. All qualified applicants will be considered regardless of race, color, religion, ancestry, national origin, age, gender, marital status, sexual orientation, medical condition or physical disability.

Reviewed By:		Date:	
Approved By:		Date:	
Initial Job Description Date:	6/28/17	Revised Job Description Date:	3/7/2019

*** Upon Hire, this will be signed and dated by the applicant. ***

Signature

Date

