



Employment Opportunities - July 2021

To apply for an open position, please submit your resume and a cover letter indicating the position for which you are applying to:

Coalition for Family Harmony

Attn: Melissa Arellano, Human Resources Coordinator

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Our Mission

Coalition for Family Harmony provides direct services to victims of domestic violence and sexual assault; to educate the community regarding violence against women, children and men; to prevent the cycle of violence.

Current Job Openings:

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****Bilingual in English and Spanish is required for these positions.**

EEO: Coalition for Family Harmony is proud to be an equal employment opportunity employer; all applicants will be given full consideration under state, local, and federal law.



CLINICAL SUPERVISOR

Job Classification: Regular Part-Time, up to 20 hours per week
Salary Range: DOE \$40.00 - \$50.00 per hour; paid semi-monthly
Department: Clinical Department
Reporting Manager: Director of Clinical Training
Location of job: In person and/or Remote, Main Office: 1030 N. Ventura Rd., Oxnard CA 93030

The Clinical Supervisor serves as a vital member on Coalition for Family Harmony's Leadership Team. They will supervise our Clinical Department, including all trainee and associate therapists, and work closely with the Director of Clinical Training. They will support our therapists carrying out excellent therapeutic services for survivors, offenders and families.

Educational Requirements

- Must be a Licensed Marriage and Family Therapist (LMFT) in the State of California for at least two years.

ESSENTIAL FUNCTIONS

Fundamental Job Requirements

- Provides group and individual clinical supervision to all MFT Trainees, Associates, and other applicable Clinical Department staff.
- Orientates and trains new clinicians on clinical matters.
- Provides guidance to any clinical aspects of Coalition for Family Harmony programming.
- Serves as a custodian of records and a key member within agency's subpoena procedure.
- Documents and signs required forms for all Associates and Trainees pertaining to their schools and any other BBS requirements.
- Assists in the recruitment of new Associate and Trainees for internal positions by reviewing clinical qualifications.
- Serves as an educational resource on Domestic Violence, Sexual Assault, therapeutic issues and techniques, and other pertinent topics to all Associates, Trainees, and DV/SA Counselors.
- Reports to Clinical Director weekly on updates and issues for the Clinical Department.
- Maintains ethical standards, programmatic compliance, and client confidentiality.
- Maintains current BBS requirements to perform clinical supervision of MFT Trainees and Associates.
- Performs other duties as assigned/defined by Clinical Director.

Schedule

- This position is Part-Time and the schedule is determined in collaboration with the Clinical Director.
- Due to the essential functions of this job, including supervision of a team of clinicians, **arriving for your shift on time is an essential requirement.**
- This position is **not** eligible for overtime benefits.

Certifications

- Must obtain Domestic Violence Counselor certification that meets the requirements under California Evidence Code 1037.1 within one year of hire date.



- Must obtain Sexual Assault Counselor certification that meets the requirements under California Evidence Code 1305.2 within one year of hire date.
- Must maintain certification to clinically supervise MFT Trainees and Associates.

Knowledge Base/Skills

- Experience supervising Associates/Trainees.
- Working knowledge of children's therapy.
- Must have Behavioral Theoretical Orientation.
- Knowledge of clinical diagnostic methods and principles and various modalities of counseling.
- Established skills in use of crisis intervention techniques.
- Knowledge of Federal, State, and local ordinances and policies regarding therapeutic issues.
- Regularly expanding knowledge base on topics of gendered violence, impacts of domestic and sexual assault on the community, working with survivors of violence, and more by reading literature, blog and news posts, etc. is expected.
- Knowledge of Microsoft Office Suite, Google Suite strongly preferred.
- Demonstrated ability to maintain accurate records.

Physical Requirements

- Ability to speak English and Spanish fluently is preferred.
- Must have the ability to communicate with clientele over phone, electronic correspondence and in-person.
- 100% of the fundamental job requirements occur at the Oxnard Main Office, a one-story office building. This position is stationed in an office closed to public access.
- Central air and heating is available in shelter and can be controlled by staff.
- May be required to stand, sit, stoop, bend, and lift/move up to 20 lbs.
- Coalition for Family Harmony may accommodate these physical requirements upon request.

Mental/Social Requirements

- Must be able to demonstrate working effectively with and showing respect to all survivors of violence, including those from diverse ethnic, cultural, religious, socioeconomic, sexual preferences and/or identities, gender identities/expression, and political backgrounds.
- Ability to communicate and write clearly and professionally is required.
- Must demonstrate ability to navigate crises and solving problems independently, using best judgment and critical thinking skills.
- Must maintain a positive, friendly, and welcoming attitude with staff and residents at emergency shelter and within the organization.
- Must utilize assertiveness, professionalism and non-violent communication when handling issues with clients and/or staff.
- Must possess exceptional professional and ethical standards.

OTHER INFORMATION

- Must pass an extensive background check.
- **Travel may be required for this position.** Modes of transportation expected for this position to utilize are by automobile or airplane. The option to **telecommute** (or to perform essential job duties at home) is assessed on a case-by-case basis by Reporting Manager and, if necessary, by others on the management team.



LGBTQ+ PROGRAM COORDINATOR

Job Classification: Regular Full-Time & Benefits

Salary Range: DOE; paid semi-monthly

Department: LGBTQ+ Program

Reporting Manager: Rape Crisis/LGBTQ+ Program Manager

Location of job: Main Office: 1030 North Ventura Road, Oxnard CA 93030

*Initially a 6-month position pending renewal of our grant

Summary of Position

The LGBTQ Program Coordinator oversees the daily operations of the LGBTQ Program, including the development of training, coordination of services, creation of affirming spaces, and development of timely resources. This position fulfills Coalition for Family Harmony's mission of educating community on the impact of sexual and domestic violence with attention to LGBTQ+ people. An ideal candidate for this position will have a strong understanding of current national issues impacting LGBTQ+ community, knowledge of sexual assault/gendered violence, have demonstrated cultural sensitivity of vulnerable communities, and hold solid public speaking and organizational skills.

Essential Functions

Fundamental Job Requirements

- Develop and administer training and education for community partners and Coalition staff on cultural sensitivity tied to gender and sexuality, current best practices with an intersectional emphasis, and additional subject matter with attention to LGBTQ+ community in Ventura County.
- Collect program statistics and upload information to our database in order to complete detailed reports to our state funders.
- Organize the logistics of our LGBTQ+ groups, including scheduling and communication with staff and community partners.
- Develop marketing materials (literature, pamphlets, fact sheets, etc.) that provide updated resources and information to LGBTQ+ community and service providers in Ventura County.
- Meet with new staff to discuss LGBTQ+ protocol and keep track of LGBTQ+ clinical scale responses to identify any areas of support. Collaborates with clinical supervisors to ensure best action.
- Build and maintain proactive relationships with community partners and agencies working with LGBTQ+ communities.
- Meet with staff for further support in training/education on LGBTQ+ issues as needed.
- **Participate in the 24-7 Rape Crisis Calendar for accompaniments to forensic exams, interviews and advocacy support with the goal of incorporating affirming practices for LGBTQ+ survivors.**
 - ***Must respond to calendar calls within ONE hour of receiving a call for accompaniment.***
 - ***Shifts are distributed equitably across team members & include weekend shifts & overnight weekday shifts.***
- Maintain an updated Google Calendar and routine upkeep/organization of LGBTQ+ Google drive.
- Participate in weekly staff meetings.
- Performs other duties as assigned by the Leadership Team.

Other Duties

- Collaborate with SART Coordinator, Training Coordinator Housing Services, and Mobile Advocacy Services in order to ensure LGBTQ+ cultural sensitivity practices are being embraced by our staff.



- Research and stay abreast of current social media, academic articles and blogs on issues pertaining to sexual assault/gendered violence affecting LGBTQ+ communities.
- Provide crisis counseling as needed during our walk-in crisis clinic business hours.
- Facilitate one of our activity-based LGBTQ+ groups.
- Collaborate with our Coordinators, when applicable, with events that support LGBTQ+ community, such as Pride, Transgender Day of Remembrance, Clothesline Project, Suicide Awareness, etc.
- Develop content for our weekly LGBTQ Newsletter on Mondays Social media posts on LGBTQ+ subject matter as time permits.
- Administrative support as needed, which includes, but is not limited to, ordering supplies, creating new documents, etc.

Schedule

- The schedule for this position is Monday to Friday 8am – 5pm. However, this position adapts to community requests for trainings. Occasional weekends and after-hours may apply.
- Due to possible after-hour and weekend training requests, a flexible schedule will be created on days the training/education transpires.
- **Arriving for your shift on time is an essential requirement.**
- This position is eligible for overtime benefits.

Educational Requirements

- Bachelor's Degree in gender studies, psychology, sociology, social services, or other applicable field required.
- Demonstrated experience with training, experience working with vulnerable communities, resource development (i.e. literature, pamphlets, fact sheets), and public speaking skills may be substituted.

Certifications

- Certification as Domestic Violence and Sexual Assault Counseling certification highly preferred.
- Must obtain Domestic Violence Counselor certification that meets the requirements under California Evidence Code 1037.1 within one year of hire date.
- Must obtain Sexual Assault Counselor certification that meets the requirements under California Evidence Code 1305.2 within one year of hire date.
- Must attend our LGBTQ+ 101 Training within 6 months of hire date

Knowledge Base/Skills

- Strong public speaking skills is a requirement.
- Demonstrated experience working with LGBTQ+ community and cultural sensitivity practices.
- Must be relatable to college and high school youth.
- Basic computer literacy in Microsoft Office programs (Microsoft Word, PowerPoint, and Excel).
- Basic marketing design to create brochures and fact sheets, etc.
- Ability to provide basic troubleshooting for a variety of technology, including televisions, CD/DVD's, laptops, desktop computers, and projectors.
- Basic knowledge of general office equipment is required.
- Regularly expanding knowledge base on intersectionality, gendered violence, impacts of domestic and sexual assault on the community, working with survivors of violence, and more by reading literature, social media, blog and news posts, etc. is expected.

Physical Requirements



- Ability to speak English fluently is a requirement. Bilingual (English and Spanish) preferred, but not required.
- Must be able to pull rolling outreach cart (up to 20lbs) to events and set up a canopy, if needed.
- Must have the ability to communicate with clientele and community members over phone, electronic correspondence, and in-person.
- The majority of the fundamental job requirements occur inside the agency's main headquarters in Oxnard. This position is stationed in an office that is not accessible by the public.
- Central air and heating is available and can be controlled by staff or by supervisor when thermostat is not accessible.
- May be required to stand, sit, stoop, bend, and lift/move up to 20 lbs.
- Coalition for Family Harmony may accommodate to these physical requirements upon request.

Mental/Social Requirements

- Must maintain a positive, friendly, and welcoming attitude with staff, community members, and volunteers within the organization.
- Must be able to demonstrate working effectively with and showing respect to all survivors of violence, including those from diverse ethnic, cultural, religious, socioeconomic, sexual preferences and/or identities, gender identities/expression, and political backgrounds.
- Must utilize assertiveness, professionalism and non-violent communication when handling issues with staff, community members and volunteers.
- The ability to demonstrate navigating crisis and solving problems independently and using one's own initiative, using best judgment and critical thinking skills is a requirement.

OTHER INFORMATION

- Must pass extensive background check
- Requires reliable means of transportation. Modes of transportation expected for this position to utilize are by automobile or airplane.
- The option to telecommute (or to perform essential job duties at home) is assessed on a case-by-case basis by the Manager and, if necessary, by others on the Leadership Team.



ROPP YOUTH ADVOCATE

Job Classification: Regular Full-Time & Benefits
Salary Range: DOE; paid semi-monthly
Department: Probation Repeat Offender Prevention Program (ROPP)
Reporting Manager: Probation Services Manager
Location of job: County of Ventura Probation Agency (Oxnard, CA)
 *Initially a 6-month position pending renewal of our grant

Summary of Position

The Youth Advocate will provide advocacy to offenders in the Ventura County Repeat Offender Prevention Program (ROPP), and assist them in meeting the identified goals. This may include curbing recidivism, increasing self-esteem, increasing school attendance, decreasing substance abuse, and reducing gang association or involvement. The Youth Advocate will attend weekly ROPP team meetings, and work as a member of a team along with the assigned Deputy Probation Officers. The delivery of services will include, but not be limited to, the following:

Essential Functions

Fundamental Job Requirements

- Supervise youth in the completion of court-ordered community service hours
- Provide transportation for Probation-sponsored groups
- Acts as a mentor to youth on caseload
- Connects youth with pro-social activities in the community
- Connecting youth with community resources as needed.
- Assisting youth with obtaining Medi-Cal, California ID Cards, school enrollment, and other needs as identified by the Deputy Probation Officers
- Ongoing coordination, communication, and planning with unit staff, and other private and public agencies.
- Completing and compiling statistical reports of progress
- Performs other duties as assigned by Management Team
- Attends weekly supervision meetings with clinical supervisor
- Attends and helps coordinate Prosocial events for youth as needed
- Administrative support as needed, which includes, but is not limited to, ordering supplies

Schedule

- The schedule for this position is Monday to Friday 8am – 5pm. However, this position adapts to prosocial and other events as needed. Occasional weekends and after hours may be required.
- **Arriving for your shift on time is an essential requirement.**
- This position is eligible for overtime benefits.

Educational Requirements

- Bachelor's Degree in a psychology, sociology, social services, or other applicable field desired.



Certifications

- Must obtain Domestic Violence Counselor certification that meets the requirements under California Evidence Code 1037.1 within one year of hire date.
- Must obtain Sexual Assault Counselor certification that meets the requirements under California Evidence Code 1305.2 within one year of hire date.
- Must attend our LGBTQ+ 101 Training within 6 months of hire date

Knowledge Base/Skills

- Interpersonal qualities to be relatable and build rapport with youth.
- Basic computer literacy in Microsoft Office programs, including Microsoft Word, Excel and PowerPoint.
- Basic knowledge of general office equipment is required.
- Regularly expanding knowledge base on topics of gendered violence, impacts of domestic and sexual assault on the community, working with survivors of violence, and more by reading literature, social media, blog and news posts, etc. is expected.

Physical Requirements

- Ability to speak English and Spanish fluently is a requirement
- Must be able to pull rolling outreach cart (up to 20lbs) to different events and set up a canopy, if needed.
- Must have the ability to communicate with clientele and community members over phone, electronic correspondence and in-person.
- The majority of the fundamental job requirements occur inside the Ventura County Probation Agency.
- Central air and heating is available
- May be required to stand, sit, stoop, bend, and lift/move up to 20 lbs.
- Coalition for Family Harmony may accommodate to these physical requirements upon request.

Mental/Social Requirements

- Ability to communicate and write clearly and professionally is required.
- The ability to demonstrate navigating crisis and solving problems independently and using one's own initiative, using best judgment and critical thinking skills is a requirement.
- Must maintain a positive, friendly, and welcoming attitude with staff, community members, and volunteers within the organization.
- Must utilize assertiveness, professionalism and non-violent communication when handling issues with staff, community members and volunteers.
- Must be able to demonstrate working effectively with and showing respect to all survivors of violence, including those from diverse ethnic, cultural, religious, socioeconomic, sexual preferences and/or identities, gender identities/expression, and political backgrounds

OTHER INFORMATION

- Must pass extensive background check conducted by CFH and County of Ventura Probation Agency
- **Travel is required for this position.** Modes of transportation expected for this position to utilize are by automobile or airplane.
- The option to **telecommute** (or to perform essential job duties at home) is assessed on a case-by-case basis by Reporting Manager and, if necessary, by others on the management team.



LEGAL PROGRAM COORDINATOR (Temporary Position)

Job Classification: Part Time, Temporary Position (Expected duration 4 – 6 months)

Salary Range: DOE; paid semi-monthly

Department: Legal Program

Reporting Manager: Legal Program Manager

Location of job: Main Office: 1030 North Ventura Road, Oxnard CA 93030

Summary of Position

Legal Program Coordinator directly supports Attorney and overall legal program in providing and coordinating legal services to victims of domestic and sexual violence in family law and immigration matters. Maintains corresponding administrative duties in support of attorneys and legal department. Will support attorneys with facilitating client intakes, confirm client appointments, phone calls, scheduling, maintain program calendar, program data collection, program development, and overall program coordinating matters. This is a part time temporary position, with an expected duration of up to 4 to 6 months beginning in August 2021, 20 hours per week. Bilingual required.

Essential Functions

Fundamental Job Requirements

- Assists in coordinating and facilitating ongoing restraining order and family law clinics
- Maintains calendars, client intake system, case files, case managements and associated statistical reports
- Develops and maintains client database
- Works collaboratively with all Coalition departments to provide quality services to all clients, promotes services through internal referrals processes, develops new ideas and methods to improve delivery of services
- Collects program statistics and uploads information to our database in order to complete detailed reports to our state funders.
- Builds and maintain proactive relationships with community partners and agencies.
- Develops marketing materials (literature, pamphlets, etc.) that provide updated resources
- Meet with staff for further support in training/education on LGBTQ+ issues as needed.
- Participate in mandatory program staff meetings.
- Administrative support as needed, which includes, but is not limited to, filing, ordering supplies, creating new documents, etc.
- Provide crisis counseling as needed during our walk-in crisis clinic business hours
- Performs other duties as assigned by Leadership Team, Program Manager, Attorneys

Schedule

- The schedule for this position is 20 hours/week. Monday through Friday with exact hours TBD. However, this position adapts to community requests for legal clinics. Occasional weekends and after-hours may apply.
- **Arriving for your shift on time is an essential requirement.**
- This position is eligible for overtime benefits.

Educational Requirements

- Bachelor's Degree in applicable field preferred, not required.



Certifications

- Must have Domestic Violence Counselor certification that meets the requirements under California Evidence Code 1037.1.
- Must have Sexual Assault Counselor certification that meets the requirements under California Evidence Code 1305.2.

Knowledge Base/Skills

- **Bilingual Required (English and Spanish)**
- Must have a minimum of one-year nonprofit and/or legal services experience
- Demonstrates ability to organize, take initiative, problem-solve and operate independently with minimal direction
- Demonstrates cultural competence and proven effectiveness in serving the needs of diverse survivors of domestic violence and sexual assault
- Exceptional verbal and written communication skills
- Professional expertise in issues of domestic violence and/or sexual violence legal cases
- Ability to interact with private, corporate, and public agencies in a professional manner
- Computer literacy in such programs as Microsoft Word, Excel, Access, and PowerPoint
- Proven record of ability to handle situations requiring tact, poise and professionalism
- Must have knowledge of general office equipment
- Willingness to work flexible schedule that may include weekends

Physical Requirements

- Must have the ability to communicate with clientele and community members over phone, electronic correspondence, and in-person.
- Central air and heating is available and can be controlled by staff or by supervisor when thermostat is not accessible.
- May be required to stand, sit, stoop, bend, and lift/move up to 20 lbs.
- Coalition for Family Harmony may accommodate to these physical requirements upon request.

Mental/Social Requirements

- Must maintain a positive, friendly, and welcoming attitude with staff, community members, and volunteers within the organization.
- Must be able to demonstrate working effectively with and showing respect to all survivors of violence, including those from diverse ethnic, cultural, religious, socioeconomic, sexual preferences and/or identities, gender identities/expression, and political backgrounds.
- Must utilize assertiveness, professionalism and non-violent communication when handling issues with staff, community members and volunteers.
- The ability to demonstrate navigating crisis and solving problems independently and using one's own initiative, using best judgment and critical thinking skills is a requirement.

OTHER INFORMATION

- Must pass extensive background check
- Requires reliable means of transportation. Modes of transportation expected for this position to utilize are by automobile or airplane.
- The option to telecommute (or to perform essential job duties at home) is assessed on a case-by-case basis by the Manager and, if necessary, by others on the Leadership Team.



ROPP THERAPIST (AMFT, ACSW, APCC)

1 Full Time or 2 Part time Positions; 1 Bilingual Required

Job Classification: Regular Full Time or Two Part Time (20 hours per week)

Salary Range: \$17.00 - \$23.00

Department: ROPP /Probation

Reporting Manager: Probation Services Manager and Director of Clinical Training

Location of job: County of Ventura Probation Agency

SUMMARY OF POSITION *All positions are based on funding availability and are subject to change*****

As an Associate Therapist this position includes providing assessment, individual counseling, family counseling, and/or group counseling to minors involved with County of Ventura Probation Agency. This includes both short term therapy and crisis counseling as consistent with the organization's philosophy, the client's best interest and the therapist's score of practice. You will be required to pass an extensive background check conducted by the County of Ventura Probation Agency.

EDUCATION, TRAINING, and EXPERIENCE

Master's Degree in clinical field REQUIRED. Emphasis is on learning casework and treatment methods appropriate to Coalition's Clinical program, procedures and policies as part of a multi-disciplinary team. Recently graduated to one year of obtaining Associate Registration from BBS.

ESSENTIAL FUNCTIONS

- Provides therapy to youth on probation and support persons as needed.
- Attends required individual and group supervision with appropriate Clinical Supervisor
- Conducts client intakes and collects required documentation; prepares client assessments, prepares and submits weekly progress notes, treatment plans, exit interview and other client documentation
- Conducts psychoeducational/support groups as needed.
- Maintains weekly therapy records including counselor notes and records of payment.
- Completes weekly and monthly statistical reports
- Maintains all case files and corresponding client documentation
- Facilitates case management; reports group or individual participation/progress; prepares monthly progress reports on all clients
- Collaborates with outside agencies regarding counseling, victim resources, and other miscellaneous needs in order to offer appropriate referrals to clients
- Attends weekly staff meetings
- Advocates for client needs with law enforcement, district attorney's office and other outside agencies
- Other duties as assigned by Clinical Supervisor

Schedule

- The schedule for this position is developed with the reporting manager based on program needs.
- Due to the essential functions of this job, including providing therapy to survivors of violence, **arriving for your shift on time is an essential requirement.**
- This position is eligible for overtime benefits.



Educational Requirements

- Master's Degree with Clinical Emphasis. Must be registered with BBS, license eligible.

Certifications

- Must obtain Domestic Violence Counselor certification that meets the requirements under California Evidence Code 1037.1 within one year of hire date.
- Must obtain Sexual Assault Counselor certification that meets the requirements under California Evidence Code 1305.2 within one year of hire date.

Knowledge Base/Skills

- Bilingual in English and Spanish is required (Full time position)
- Basic computer literacy in Microsoft Office programs, including Microsoft Word, Excel and PowerPoint.
- Basic knowledge of general office equipment is required.
- Must demonstrate strong crisis management skills
- Must have strong communication skills both written and verbal
- Regularly expanding knowledge base on topics of gendered violence, impacts of domestic and sexual assault on the community, working with survivors of violence, and more by reading literature, blog and news posts, etc. is expected.

Physical Requirements

- Ability to speak English and Spanish fluently is preferred but not required.
- Must have the ability to communicate with clientele over phone, electronic correspondence and in-person.
- Central air and heating is available in the main office and can be controlled by staff.
- May be required to stand, sit, stoop, bend, and lift/move up to 20 lbs.
- Coalition for Family Harmony may accommodate to these physical requirements upon request.

Mental/Social Requirements

- Must be able to demonstrate working effectively with and showing respect to all survivors of violence, including those from diverse ethnic, cultural, religious, socioeconomic, sexual preferences and/or identities, gender identities/expression, and political backgrounds.
- Ability to communicate and write clearly and professionally is required.
- Must demonstrate ability to navigate crisis and solving problems independently, using best judgment and critical thinking skills.
- Must maintain a positive, friendly, and welcoming attitude with staff and clients within the organization.
- Must utilize assertiveness, professionalism and non-violent communication when handling issues with residents or staff.
- Staff is expected to use initiative during down time to identify and work towards program needs.

OTHER INFORMATION

- Must pass extensive background check
- **Travel is required for this position.** Modes of transportation expected for this position to utilize are by automobile or airplane.



THERAPIST (Associate / Trainee)

RCP & LGBTQ+ Programs

Job Classification: Regular Part-Time (Up to 25 hours per week)

Salary Range: \$17.00 - \$23.00, DOE

Department: Rape Crisis & LGBTQ+ Clinical Program

Reporting Manager: Director of Clinical Training

Job Location: In person and/or remote; main office

SUMMARY OF POSITION **All positions are based on funding availability and are subject to change**

This position provides direct client services to survivors of sexual violence and members of the LGBTQ+ Program; ranging from therapeutic counseling to in-person advocacy through our Sexual Assault Response Team. As an MFT Associate/Trainee, this position includes providing assessment, individual and family counseling, couples counseling and/or group counseling for victims of abuse and their support person(s). This includes both short term therapy and crisis counseling as consistent with the organization's philosophy, the client's best interest, and the therapist's score of practice. You may be required to work virtually and in-person with clients from a range of populations including but not limited to: victims of abuse, LGBTQ+ persons, university-based students, and school-based student youth.

EDUCATION, TRAINING, and EXPERIENCE

Master's Degree in clinical field REQUIRED. Emphasis is on learning casework and treatment methods appropriate to Coalition's Clinical program, procedures and policies as part of a multi-disciplinary team. Recently graduated to one year of obtaining Associate Registration from BBS.

ESSENTIAL FUNCTIONS

Fundamental Job Requirements

- Provides therapy to victims of sexual assault and their support person(s).
- **Supports the 24/7 Rape Crisis Accompaniment Calendar (shifts are distributed equitably across team members during the week and weekends)—must respond to in-person calls within one hour.**
- Conducts client intakes and facilitates case management including preparing client assessments, submitting weekly progress notes, creating treatment plans, tracking records of payment, and other client management.
- Attends mandatory individual and/or group supervision with Clinical Supervisor.
- Attends weekly Rape Crisis Center staff meeting.
- Conducts psychoeducational/support groups for victims of sexual assault
- Works collaboratively with our Education and Training Coordinator to present on topics tied to sexual trauma at our 40 Hour Sexual Assault Training (typically held twice a year).
- Tracks and submits monthly demographics and statistics tied to clinical and advocacy services for the Rape Crisis Center to our SART Coordinator in a timely manner.
- Collaborates with outside agencies regarding counseling and victim resources in order to advocate for clients and offer appropriate referrals.
- Other duties as assigned by Rape Crisis Program Manager.



Schedule

- The schedule for this position is developed with the reporting manager(s); schedule will revolve around the availability of our client list.
- Due to the essential functions of this job, including providing therapy to survivors of violence, arriving for your shift on time is an essential requirement.
- Rape Crisis Counselors must respond to in-person accompaniments in Ventura or Simi Valley within an hour.
- This position is eligible for overtime benefits.

Educational Requirements

- Master's Degree with Clinical Emphasis. Must be registered with BBS, license eligible.

Certifications

- Must obtain Domestic Violence Counselor certification that meets the requirements under California Evidence Code 1037.1 within one year of hire date.
- Must obtain Sexual Assault Counselor certification that meets the requirements under California Evidence Code 1305.2 within one year of hire date.
- Must complete our LGBTQ 101 Training within 6 months of hire date.

Knowledge Base/Skills

- Basic computer literacy in Microsoft Office programs, including Microsoft Word, Excel and PowerPoint.
- Basic knowledge of general office equipment is required.
- Must demonstrate strong crisis management skills.
- Must have strong communication skills both written and verbal.
- Regularly expanding knowledge base on topics of gendered violence, impacts of domestic and sexual assault on the community, working with survivors of violence, and more by reading literature, blog and news posts, etc. is expected.

Physical Requirements

- Ability to speak English fluently is required; ability to speak Spanish is preferred, but not required.
- Must have the ability to communicate with clientele over phone, electronic correspondence, and in-person.
- Central air and heating is available in the main office and can be controlled by staff.
- May be required to stand, sit, stoop, bend, and lift/move up to 20 lbs.
- Coalition for Family Harmony may accommodate to these physical requirements upon request.

Mental/Social Requirements

- Must complete our agency's LGBTQ+ 101 Training within 6 months of hire date and our assessment tool in order to ascertain knowledge base before working with LGBTQ+ clients.
- Must be able to demonstrate working effectively with and showing respect to survivors of violence, including those from diverse ethnic, cultural, religious, socioeconomic, sexual preferences and/or identities, gender identities/expression, and political backgrounds.
- Ability to communicate and write clearly and professionally is required.
- Must demonstrate ability to navigate crisis and problem solve independently, using best judgment.



- Must maintain a positive, friendly, and welcoming attitude with staff and clients within the organization.
- Must utilize assertiveness, professionalism and non-violent communication when speaking with clients, staff, or community partners.
- Staff is expected to take the initiative during down time to identify and work towards program needs.

OTHER INFORMATION

- Must pass extensive background check
- Travel is required for this position. Modes of transportation expected for this position to utilize are by automobile or airplane when applicable. The option to telecommute (or to perform essential job duties at home) is assessed on a case-by case basis by Reporting Manager and, if necessary, by members of the Leadership Team.



BILINGUAL THERAPIST (Associate)

Job Classification: Regular Full-Time (40 hrs/wk)

Salary Range: \$17.00 - \$23.00, DOE

Department: Clinical Program, DVAP

Reporting Manager: Director of Clinical Training

SUMMARY OF POSITION *All positions are based on funding availability and are subject to change*****

This position provides direct client services to survivors of domestic violence and sexual assault. As an MFT Associate/Trainee, this position includes providing assessment, individual and family counseling, couples counseling and/or group counseling for victims of abuse and their support person(s). This includes both short term therapy and crisis counseling as consistent with the organization's philosophy, the client's best interest, and the therapist's score of practice. You may be required to work virtually and in-person with clients from a range of populations including but not limited to: victims of abuse, LGBTQ+ persons, university-based students, and school-based student youth (Bilingual English/Spanish required).

EDUCATION, TRAINING, and EXPERIENCE

Master's Degree in clinical field REQUIRED. Emphasis is on learning casework and treatment methods appropriate to Coalition's Clinical program, procedures and policies as part of a multi-disciplinary team. Recently graduated to one year of obtaining Associate Registration from BBS.

ESSENTIAL FUNCTIONS

Fundamental Job Requirements

- Provides therapy to victims of domestic violence and sexual assault.
- Conducts client intakes and facilitates case management including preparing client assessments, submitting weekly progress notes, creating treatment plans, tracking records of payment, and other client management.
- Attends mandatory individual and/or group supervision with assigned Clinical Supervisor.
- May conduct psychoeducational/support groups for a variety of populations.
- May work collaboratively with our Education and Training Coordinator to present on topics tied to domestic and sexual trauma at our 40-Hour Domestic and/or Sexual Assault Training.
- Submits completed clinical documents on a weekly basis to Navigation Team towards file management.
- Collaborates with outside agencies regarding counseling and victim resources in order to advocate for clients and offer appropriate referrals.
- Other duties as assigned by Director of Clinical Training.

Schedule

- The schedule for this position is developed with the reporting manager(s); schedule will revolve around the availability of our client list.
- Due to the essential functions of this job, including providing therapy to survivors of violence, arriving for your shift on time is an essential requirement.
- This position is eligible for overtime benefits.



Educational Requirements

- Master's Degree with Clinical Emphasis. Must be registered with BBS, license eligible.

Required Training

- Must obtain Domestic Violence Counselor certification that meets the requirements under California Evidence Code 1037.1 within one year of hire date.
- Must obtain Sexual Assault Counselor certification that meets the requirements under California Evidence Code 1305.2 within one year of hire date.
- Must complete our LGBTQ+ 101 Training within 6 months of hire date.

Knowledge Base/Skills

- Basic computer literacy in Microsoft Office programs, including Microsoft Word, Excel and PowerPoint.
- Basic knowledge of general office equipment is required.
- Must demonstrate strong crisis management skills.
- Must have strong communication skills both written and verbal.
- Regularly expanding knowledge base on topics of gendered violence, impacts of domestic and sexual assault on the community, working with survivors of violence, and more by reading literature, blog and news posts, is expected.

Physical Requirements

- Ability to speak English (and Spanish as noted) fluently is required.
- Must have the ability to communicate with clientele over phone, electronic correspondence, and in-person.
- Central air and heating are available in the main office and can be controlled by staff.
- May be required to stand, sit, stoop, bend, and lift/move up to 20 lbs.
- Coalition for Family Harmony may accommodate to these physical requirements upon request.

Mental/Social Requirements

- Must complete our agency's LGBTQ+ 101 Training within 6 months of hire date and our assessment tool in order to ascertain knowledge base before working with LGBTQ+ clients.
- Must be able to demonstrate working effectively with and showing respect to survivors of violence, including those from diverse ethnic, cultural, religious, socioeconomic, sexual preferences and/or identities, gender identities/expression, and political backgrounds.
- Ability to communicate and write clearly and professionally is required.
- Must demonstrate ability to navigate crisis and problem solve independently, using best judgment.
- Must maintain a positive, friendly, and welcoming attitude with staff and clients within the organization.
- Must utilize assertiveness, professionalism and non-violent communication when speaking with clients, staff, or community partners.
- Staff is expected to take the initiative during down time to identify and work towards program needs.

OTHER INFORMATION

- Must pass extensive background check
- Travel is required for this position. Modes of transportation expected for this position to utilize are by automobile or airplane when applicable. The option to telecommute (or to perform essential job duties at home) is assessed on a case-by case basis by Reporting Manager and, if necessary, by members of the Leadership Team.



CSUCI ON-CAMPUS CRISIS ADVOCATE

Therapist - AMFT, APPC, ASCW

****Valid State of California's Behavioral Board of Sciences (BBS) Associate Registration is REQUIRED****

Job Classification: Part-Time, up to 20 hours per week

Salary Range: \$17 - \$23 hourly, DOE (plus \$1.00 Bilingual pay differential)

Department: Rape Crisis Program at CSUCI

Reports to: Director of Clinical Training

Location of job: Virtual/On Campus California State University, Channel Islands

SUMMARY OF POSITIONAll positions are based on funding availability and are subject to change****

The certified Sexual Assault Counselor (Advocate) will provide emergency and ongoing support services that ensure the wellness and safety of victims of sexual assault at California State University Channel Islands (CSUCI). Emphasis is placed on continuously representing the interests of survivors, providing survivors with emotional support, and connecting survivors to resources. In addition to advocacy, the on-campus Advocate will facilitate outreach and program development on issues of Sexual Assault, Dating Violence, Domestic Violence, and Stalking up to 20 hours from a designated office space at CSUCI. The Advocate must have excellent public speaking, presentation and writing skills. You may be required to work virtually and in-person.

EDUCATION, TRAINING, and EXPERIENCE

Master's Degree in clinical field REQUIRED. Emphasis is on learning casework and treatment methods appropriate to Coalition's Clinical program, procedures and policies as part of a multi-disciplinary team. Recently graduated to one year of obtaining Associate Registration from BBS.

Fundamental Job Requirements

Direct Service:

- Advocate on behalf of victims of sexual assault by continuously representing their interests, providing emotional support, and connecting survivors to viable resources
- Provide accompaniment and support to victims of sexual assault (Students and University Staff), throughout all stages of the University's investigation and discipline proceedings; when giving reports to or meetings with on/off campus police officials or any University administrator related to a Sexual Misconduct complaint; when going to medical/counseling or forensic exams; when going to legal appointments and hearings in court or with legal representatives, including assistance with obtaining a protective order; when going to meetings and appointments with University personnel, including the Title IX Coordinator, regarding Interim Remedies
- Assist victims of sexual assault, in seeking reasonable and available Interim Remedies from the University that ensure the well-being and safety of victims of sexual assault
- Provide information on how to report to law enforcement and to the University's Title IX Coordinator
- Ensure victims receive information about Coalition for Family Harmony's 24-hour bilingual crisis hotline
- Connect victims to resources, including emergency medical care and follow-up care
- Provide crisis intervention counseling and ongoing counseling
- Attend University adjudication proceedings related to Sexual Misconduct, as requested by a victim of sexual assault



- Provide information on legal services, and the availability of restraining and/or no-contact orders
- Maintain ongoing professional relationships with campus administrators, which may include serving on Campus-based Sexual Misconduct Task Force Committees
- Organize and facilitate prevention education and awareness activities and programs
- Must support the 24/7 Rape Crisis Accompaniment Calendar (shifts are distributed equitably across team members during the week and weekends)—must respond to calls within one hour.

Indirect Service:

- Complete clinical documentation in a timely and professional manner.
- Work collaboratively with the Title IX Coordinator in developing campus-wide awareness and outreach and/or prevention activities that educate the campus community and promote advocacy services Research outside resources and information about issues of violence applicable to sexual assault, dating violence, domestic violence, and stalking
- Write and submit an annual report to the Director of Counseling and Psychological Services (CAPS), Campus President and the Title IX Coordinator.
- Meet with CSUCI supervisor weekly and/or as needed.
- Attend CAPS, Campus Life, Division of Student Affairs, and campus wide events and training as directed by supervisor.

Schedule

- This position reports to the Director of Counseling and Psychological Services (CAPS) or appropriately qualified designee.
- The schedule for this position is developed with the reporting manager based on program needs identified by CSUCI. The Advocate is expected to work an average of 4 hours/day, 5 days/week. Due to the essential functions of this job, including providing therapy to survivors of violence, **arriving for your shift on time is an essential requirement.**
- This position may support the 24/7 Rape Crisis Accompaniment Calendar and respond to calls in Ventura County within one hour.
- This position **is** eligible for overtime benefits.
- **Certifications** Must obtain Sexual Assault Counselor certification that meets the requirements under California Evidence Code 1305.2 within one year of hire date.
- Must obtain Domestic Violence Counselor certification that meets the requirements under California Evidence Code 1037.1 within one year of hire date.
- Education and Training Required per California State University Executive Order 1095 (EO1095) - <https://calstate.policystat.com/policy/6741651/latest/#autoid-ywdve>
 - The Advocate may be a person who is employed by any organization providing the programs specified in California Penal Code § 13835.2 for the purpose of counseling and assisting Sexual Assault victims, and who meets one of the following requirements:
 - Is a psychotherapist as defined in California Evidence Code § 1010; has a master's degree in counseling or a related field; or has one year of counseling experience, at least six months of which is in rape crisis counseling; or



- Has the minimum training for sexual assault counseling required by the guidelines established by the employing agency pursuant to California Penal Code § 13835.10(c), and is supervised by an individual who qualifies as a psychotherapist or counselor under paragraph (1). The training, supervised by a person qualified under paragraph (1), shall include but not be limited to the following areas:
 - Law
 - Medicine
 - Societal attitudes
 - Crisis intervention and counseling techniques
 - Role playing
 - Referral services
 - Sexuality

Knowledge Base/Skills

- Demonstrated commitment to cultural competency and evidence-based approaches to working with student communities from diverse ethnic, cultural, religious, socioeconomic, sexual and gender identities.
- Experience working with survivors of sexual and other forms of violence including dating violence, stalking, and intimate partner violence.
- Must possess excellent presentation and public speaking skills for small and large audiences to facilitate programs, presentations, and outreach efforts.
- Demonstrated ability to deal effectively with confidential and highly sensitive matters.
- Basic computer literacy in Microsoft Office programs, including Microsoft Word, Excel and PowerPoint.
- Must be willing and able to learn essential campus-based technologies that are critical to the Advocate's work
- Regularly expanding knowledge base on topics of gendered violence, impacts of sexual assault and domestic and on the community, working with survivors of violence, and more by reading literature, blog and news posts, etc. is expected.
- Familiarity with Title IX compliance policies highly preferred.

Physical Requirements

- Ability to speak English fluently is a requirement; ability to speak Spanish is preferred.
- Must have the ability to communicate with clientele over phone, electronic correspondence and in-person.
- Work sites are divided across co-located spaces within the community. The environment of each of these co-located spaces will be evaluated and discussed with this position before confirming our presence.
- May be required to stand, sit, stoop, bend, and lift/move up to 20 lbs.
- Coalition for Family Harmony may accommodate to these physical requirements upon request.

Mental/Social Requirements

- Must be able to demonstrate working effectively with and showing respect to all survivors of violence, including those from diverse ethnic, cultural, religious, socioeconomic, sexual and/or gender identities/expression, and political backgrounds.
- Ability to communicate and write clearly and professionally is required.



- Demonstrated ability to navigate crises and solve problems independently and exercise initiative, sound judgment, and critical thinking skills.
- Must maintain a positive, friendly, and welcoming attitude with staff, community members, and volunteers within the organization.
- Must utilize assertiveness, professionalism and non-violent communication when handling issues with staff, community members and volunteers.

OTHER INFORMATION

- Must pass extensive background check.
- Candidate must have access to a reliable automobile to travel to different work site locations in Ventura County.
- Travel may be required for this position. Modes of transportation expected for this position to utilize are by automobile or airplane.



RAPE CRISIS ADVOCATE, ON-CALL

Job Classification: Regular Part Time, On Call

Salary Range: \$17.00 -\$19.00 per hour

Department: Rape Crisis Program

Reporting Manager: Rape Crisis/LGBTQ+ Program Manager

Location of Jon: Safe Harbor locations (Ventura, Simi), or safe locations approved by our SART Team

SUMMARY OF POSITION

The Rape Crisis On-Call Advocate is a member of the Rape Crisis Center that provides direct client advocacy to survivors of sexual violence through our 24-hr Rape Crisis Accompaniment Calendar. On-call Advocates respond to accompaniment calls to our Safe Harbors or locations approved by our Sexual Assault Response Team (SART) within *one hour* in order to provide support to victims of sexual violence. Advocates will work closely with SART, including forensic nurses, law enforcement, the District Attorney's Office, and other community partners. A Rape Crisis Advocate has strong advocacy skills that embrace understanding, compassion, and experience working with vulnerable communities.

ESSENTIAL FUNCTIONS

Fundamental Job Requirements

- Participate in our 24-7 Rape Crisis Accompaniment Calendar in order to provide advocacy and emotional support to survivors of sexual violence in need of support with forensic exams, interviews, and filing police reports. ***Advocate must respond to calls within ONE hour of receiving notice of the accompaniment.***
- Provide support during the hours of Monday through Friday from 5PM-8AM (overnight shift) and Saturday and Sunday from 8-5PM or 5PM-8AM. ***Advocate will work with our SART Coordinator to select a shift(s) that works for them.***
- Advocate for client needs with law enforcement, district attorney's office and other outside agencies
- Provide referrals, assessments, crisis intervention, advocacy, follow-up services for victims of sexual/intimate partner violence; follow-up must happen within 72 hours.
- Tracks and submits monthly demographics and statistics tied to advocacy services to the SART Coordinator in a timely manner.
- Works collaboratively with SART Coordinator and Rape Crisis Program Manager to prepare and distribute sexual assault prevention/intervention materials to the community when applicable.
- Performs other duties as assigned by Rape Crisis Program Manager.

Schedule

- Advocate will work with SART Coordinator in order to determine a shift that works with their schedule.
- Shift options include Monday through Friday from 5PM-8AM (overnight shift) and Saturday and Sunday from 8-5PM and 5PM-8AM.
- Shifts begin and end 30 minutes before the actual shift. For example, the 5PM-8AM, begins at 4:30PM and ends at 7:30AM. The shift from 8-5PM begins at 7:30AM and ends at 4:30PM.
- Being available for the complete shift is an essential requirement.
- This position is eligible for overtime benefits.



Educational Requirements

- Must have a high school diploma or GED.

Required Training

- Must obtain Domestic Violence Counselor certification that meets the requirements under California Evidence Code 1037.1 within one year of hire date.
- Must obtain Sexual Assault Counselor certification that meets the requirements under California Evidence Code 1305.2 within one year of hire date.
- Must complete our LGBTQ 101 Training within 6 months of hire date.

Knowledge Base/Skills

- Must demonstrate advocacy and crisis counseling skills.
- Must have strong communication skills both written and verbal.
- Regularly expanding knowledge base on topics of gendered violence, impacts of sexual assault, and more by reading literature, blog and news posts, etc. is expected.

Physical Requirements

- Ability to speak English fluently is required.
- Must have the ability to communicate with clientele over phone, electronically, and in-person.
- Central air and heating is available in the main office and can be controlled by staff.
- May be required to stand, sit, stoop, bend, and lift/move up to 20 lbs.
- Coalition for Family Harmony may accommodate to these physical requirements upon request.

Mental/Social Requirements

- Must be able to demonstrate working effectively with and showing respect to all survivors of violence, including those from diverse ethnic, cultural, religious, socioeconomic, sexual preferences and/or identities, gender identities/expression, and political backgrounds.
- Must complete our agency's LGBTQ+ 101 Training within 6 months of hire date and our assessment tool in order to ascertain knowledge base before working with LGBTQ+ clients.
- Ability to communicate and write clearly and professionally is required.
- Must demonstrate ability to navigate crisis and problem solve independently, using best judgment.
- Must maintain a positive, friendly, and welcoming attitude with staff and clients within the organization.
- Must utilize assertiveness, professionalism and non-violent communication when speaking with clients, staff, or community partners.
- Staff is expected to take the initiative during down time to identify and work towards program needs.

OTHER INFORMATION

- Must pass extensive background check. **Travel is required for this position.** Modes of transportation expected for this position to utilize are by automobile or airplane when applicable. The option to telecommute (or to perform essential job duties at home) is assessed on a case-by case basis by Reporting Manager and, if necessary, by members of the Leadership Team.



SHELTER CLIENT ADVOCATE, POOL STAFF

Salary Range: \$15.64 per hour

Hours: On call as needed, hours aren't guaranteed

Reports to: Housing Services Manager

On-call Client Advocates at the emergency shelter work alongside survivors of domestic violence and sexual assault in transitioning out of abusive relationships and into safe housing. Advocates answers calls to our 24-hour crisis hotline and work within emergency shelter programs to provide safety planning, goal setting, community resource referrals, legal and social services, housing advocacy and follow up. **This on-call position will serve to fill in shifts for regular staff during holidays, vacation and sick time, and whenever more staffing is required. Bilingual in English/Spanish is required.**

Job Duties

- Daily interaction with shelter residents to provide assistance with case management, accompaniment and advocacy.
- Provide peer support to shelter residents as needed.
- Court accompaniment and assistance with filing restraining orders and child custody.
- Assistance with finding employment and other sources of income, resume writing, etc.
- Facilitate intake and exit procedures of shelter residents.
- Maintain shelter client files and collection of statistical documents as required by California Emergency Management Agency, Ventura County Human Services Agency, and other funders of the emergency shelter program.
- Facilitate and maintain professional relationships with community partners.
- Report suspected child and elder/dependent adult abuse to Child and Family Services under Mandated Reporting laws.
- Donation organization and supply management
- Remain updated and participate in trainings relevant to domestic violence survivors in shelter programs, shelter policies and procedures, and general topics in the domestic violence field.

Qualifications

- Must have or be working on Bachelor's Degree in applicable field
- Bilingual in English and Spanish required
- Knowledge of family law legal procedures a plus
- Must be able to appropriately interact with private, corporate, and public agencies
- Must demonstrate sound administrative skills, problem-solving skills, and time management skills
- Computer literacy in such programs as Microsoft Word, Excel, Access, and PowerPoint
- Must be able to handle situations requiring tact, poise and professionalism
- Must have knowledge of general office equipment
- Willingness to work flexible schedule
- May be required to lift and/or move up to 20 pounds
- Must pass extensive background check
- Abilities to communicate effectively and write clearly are essential
- Must be able to work with and respect people from diverse ethnic, cultural, religious, socioeconomic, sexual preferences and/or identities, and political backgrounds
- Complete Domestic Violence and Sexual Assault Crisis Counselor Training; maintain crisis counselor status by completion of 12 CEU's in relevant DV and SA training annually.



BATTERER'S INTERVENTION GROUP FACILITATOR

Salary Range: \$17.00 - \$18.00 per hour DOE; pay incentives available for facilitating multiple

Groups Hours: Part Time – Hours vary

Reports to: Director of Clinical Training

Job Summary

Batters Intervention Group Facilitator facilitates 52 week psycho-educational groups for offenders of domestic violence. Facilitator works with program coordinator to maintain accurate records of client participation in accordance to probation standards. Must have completed the required 40 hour training and received certification to provide batterers intervention classes.

Job Duties

- Facilitates court mandated classes for the 52 week Batterers Intervention Program.
- Ensures that the lesson plans adhere to the approved curriculum and remains in accordance with the requirements stated in Penal Code § 1203.097 & 1203.098.
- Provides training and guidance to new facilitators through the co-facilitation of groups.
- Maintains accurate and timely records of all contacts, including filing of weekly case notes, assessments, assignments and other relevant correspondence.
- Administers pre, mid and final evaluations for group participants.
- Ensures that the group tone, content and therapeutic methods reflect the principle of holding participants accountable through exploration of the roots and intent of their behavior.
- Attend regular supervision with supervisor and staff meetings as assigned.
- Participates in both external and internal trainings as assigned.
- Mandated reporter of child and elder abuse.
- Miscellaneous duties as assigned.

Qualifications

- **Master's Degree in social services preferred**
- **Must have certification to provide 52 week batterers intervention classes.**
- **Must have completed the required 40-hour domestic violence training pursuant to Penal Code § 1203.098, prior to facilitating groups.**
- **Bilingual English/ Spanish preferred.**
- Must have prior experience facilitating psycho educational groups and possess strong group management skills.
- Must maintain 16 continuing education credits annually, pursuant to penal code 1203.098 and all other necessary training and education requirements in order to facilitate batterer's intervention groups. ☐ Must maintain approved provider facilitation status through Ventura County Probation at all times.
- Have extensive knowledge of family systems, dynamics of domestic violence, substance abuse, anger management, child abuse, co-custody parenting, child development and the cycle of violence.
- Must have experience facilitating both male and female batterer intervention groups.
- Must possess strong crisis intervention skills and have firm knowledge of reporting laws.
- Must be able to work effectively with individuals from diverse socioeconomic and cultural backgrounds.



- Must be able to work independently and maintain flexibility.
- Must be available to work evenings.
- Successful background and criminal clearance required.
- Complete 80-hours of Domestic Violence and Sexual Assault Crisis Counselor Training



FRONT OFFICE SUPPORT, POOL STAFF

Job Classification: On-call as needed, hours aren't guaranteed

Salary Range: \$14.00 - \$16.00 per hour; paid semi-monthly

Department: Admin

Reporting Manager: Director of Operations

Location of job: Coalition Main Office

SUMMARY OF POSITION

Pool Staff for the Administrative Department is expected to provide leadership, multi-tasking, and problem-solving at the front desk of Coalition for Family Harmony's (CFH) front desk. Admin Pool Staff will serve as the initial contact at the agency's main office and will perform duties to route callers, clients, and visitors to the appropriate sources of assistance. Furthermore, the Admin Pool Staff provides an array of supportive services to the Administrative Department. **This on-call position will serve to fill in shifts for regular staff during holidays, vacation and sick time, and whenever more staffing is required. Bilingual in English/Spanish is required.**

ESSENTIAL FUNCTIONS

Fundamental Job Requirements

- Answers phones in a polite, trauma-informed and culturally-sensitive manner; collects appropriate caller detail within daily logs.
- Routes crisis callers and individuals requested in-person crisis support to available DV/SA Counselors.
- Produces copies and distributes information to staff at the request of Coalition Leadership Team.
- Records messages during office closures.
- Reports any emergency maintenance or repairs to the direct manager and contacts our contractors/vendors to obtain service
- Receives and distributes incoming mail; affixes postage to outgoing mail; takes outgoing packages/correspondence to post office.
- Receives client fees and donations; issues appropriate receipts and records as directed.
- Stocks updated client brochures, flyers, cards and other information in lobby.
- Maintains a neat and welcoming lobby area.
- Insures that copy machines are well-maintained and properly stocked.
- Ability to speak English and Spanish fluently is a requirement.
- Other duties as assigned.

Schedule

- This position is on-call. Typical work hours for the main office headquarters are from **8:00 AM to 5:00 PM, MONDAY THROUGH FRIDAY.**
- Due to the essential functions of this job, **arriving for your shift on time is an essential requirement.**
- This position is eligible for overtime benefits.

Educational Requirements

- Associate degree in social services, psychological, or administrative background preferred.

Certifications

- Must obtain Domestic Violence Counselor certification that meets the requirements under California Evidence Code 1037.1 within one year of hire date.



- Must obtain Sexual Assault Counselor certification that meets the requirements under California Evidence Code 1305.2 within one year of hire date.

Knowledge Base/Skills

- Minimum two years of administrative related experience required.
- Basic computer literacy in Microsoft Office programs, including Microsoft Word, Excel and PowerPoint.
- Basic knowledge of general office equipment is required.
- Demonstrated understanding of CFH services and internal referral process required.

Physical Requirements

- Must have the ability to communicate with clientele over phone, electronic correspondence and in-person.
- 100% of the fundamental job requirements occur inside the CFH main office, a multi-unit office building. This position will be stationed behind a secured window and locked door.
- Central air and heating are available in office and can be controlled by staff.
- May be required to stand, sit, stoop, bend, and lift/move up to 20 lbs.
- Coalition for Family Harmony may accommodate to these physical requirements upon request.

Mental/Social Requirements

- Must be able to demonstrate working effectively with and showing respect to all survivors of violence, including those from diverse ethnic, cultural, religious, socioeconomic, sexual preferences and/or identities, gender identities/expression, and political backgrounds.
- Ability to communicate and write clearly and professionally is required.
- Must demonstrate ability to navigate crisis and solving problems independently, using best judgment and critical thinking skills.
- Must maintain a positive, friendly, and welcoming attitude with staff, clients and visitors at the main office.
- Must utilize assertiveness, professionalism and non-violent communication when handling issues with clients, visitors or staff.
- Staff is expected to use initiative in position; they are expected to use initiative during down time to identify and work towards program needs.

OTHER INFORMATION

- Must pass extensive background check
- The option to **telecommute** (or to perform essential job duties at home) is not permitted for this position.