

HAVEN HILLS, INC.
POSITION DESCRIPTION

Position: Outreach Program Associate
Hours: Full-Time / Non-Exempt (40 hours/week)
Reports to: Outreach Program Manager
Annual Salary Range: \$45,000 - \$48,000
Location: Hybrid – onsite and offsite

RESPONSIBILITIES AND DUTIES: Under the direct supervision of the Outreach Program Manager, the Outreach Program Associate (OPA) is responsible for providing administrative support to the Outreach Program; coordinates donation and volunteer activities; and organizes internal and external trainings, including two annual 40-Hour Domestic Violence Advocate trainings. The OPA is the frontline interface for visitors, clients, and other stakeholders at the Haven Hill's Service Center.

Administrative Support

- Manage the front desk, including screening calls and providing assistance; and greeting visitors.
- Assist staff with documentation, filing, and monthly client file audits to ensure complete, accurate, and current information is recorded for each client and billing purposes.
- Provide administrative support to process monthly CalWORKs billing, which includes collecting, compiling, and formatting information.
- Maintain (and/or develop) tracking reports to support the team in managing fluctuating information.
- Assist with data entry and compile client and program related reports as requested, using databases or Excel.
- Coordinate monthly client surveys; and provide reports as requested.
- Learn and understand internal programs, policies, and procedures that impact client care, including confidentiality, available services, financial support, and eligibility requirements.
- Maintain a client resource guide for public distribution, as requested.
- Oversee the agency's public email accounts and respond accordingly.
- Oversee the organization and upkeep of the Service Center.
- Participate in weekly staff meetings and supervision.

Training Coordination

- Coordinate two annual 40-hour Domestic Violence Advocate trainings, including but not limited to establishing schedule; marketing and outreach; securing, scheduling, and preparing speakers; tracking and preparing participants with links, codes etc.; facilitating discussion as necessary; compiling and distributing certificates of completion; and other pertinent duties.
- Assist staff with scheduling and logistical support for external and internal trainings.
- Assist staff with maintaining training materials (curriculum and handouts); and help with updating information as requested.

Donation and Volunteer Support

- Accept, organize, and log in-kind donations, and distribute across all programs.

- Maintain a current “Needs List” for public distribution; and when necessary, work with staff to post on social media.
- With staff support, recruit volunteers and serve as a main contact for all volunteers; manage volunteer files; and serve as liaison between volunteers and program needs/assignments.
- Track and report volunteer hours monthly.
- Coordinate volunteer appreciation activities on quarterly basis.

Assist with other duties as assigned.

MINIMUM QUALIFICATIONS

- Bilingual in Spanish highly desirable.
- Bachelor’s degree in social services or related field, or one or more years of experience in similar role.
- Excellent administrative, organizational and communication skills, and be able to multi-task in crisis environment
- Experience coordinating or leading training events, highly preferable.
- Excellent customer service skills, and ability to establish and maintain relationships with staff, volunteers, board members, and other stakeholders.
- Ability to work with diverse populations
- Ability to speak and write effectively
- Experience or ability to learn various, online platforms, databases, or other web-based services.
- Experience in field of domestic violence or an understanding of the dynamics of an abusive relationship and its impact on the individual and society.
- State mandated 40-hour domestic violence advocate training certificate required, or completion within three months of hire.
- Must be computer literate, familiar with Microsoft Outlook, Word, Excel, and PowerPoint
- Must undergo fingerprinting/background check, TB testing, and drug testing, as required
- Must provide proof of being “fully vaccinated” per the Los Angeles County Department of Public Health, Urgency Ordinance, County Code- title 2-Administration, Division 4 – Miscellaneous-Chapter 2.212 (COVID-19 vaccinations) that Haven Hills, Inc. is operating under.
- Must have a valid California driver’s license, insurance, and an automobile that may be used during working hours.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- At times may be required to lift up to 10 pounds.
- May be required to use stairs to access second floor of facility.
- Required to express or exchange ideas by means of spoken word to impart oral information to clients or the public and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.
- Driving may be required

Equal Opportunity Employer: Haven Hills, Inc. is an equal opportunity employer and does not discriminate based on age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), sexual orientation, or any protected class as defined by California and federal law.”

American with Disabilities Act/Fair Employment and Housing Act Compliance Information: To comply with the Americans with Disabilities Act, the Fair Employment and Housing Act and other applicable laws ensuring equal employment opportunities to qualified individuals with a disability, reasonable accommodations are made for the known physical or mental limitations of an otherwise qualified individual with a disability unless such accommodations create an undue hardship on Haven Hills.

At-Will: This position is at-will, meaning that you or the employer may terminate at any time.

Haven Hills offers a comprehensive benefits package to its full-time employees working 40 hours or more per week. Employees meeting the full-time eligibility requirement may participate in the following:

- Medical Coverage – Partially sponsored by Employer
 - Blue Shield of California
 - Kaiser Permanente
 - United Healthcare

- Dental and Vision – Partially sponsored by Employer
 - United Healthcare Dental
 - Vision Service Plan (VSP)

- Health Care Flexible Spending Account Plan (Health Care FSA) available

- Group Life and Accidental Death & Dismemberment (AD&D) – Fully sponsored by Employer

- Voluntary Group Life and Accidental Death & Dismemberment (AD&D) and Short/Long-Term Disability Insurance options available

- 401(k) Retirement Plan with employer match

- OTHER: Workplace Perks Benefits (discount program), Flexible Work Schedule, Paid Holiday Benefits (11 observed holidays per year), Paid Sick Time and Vacation Benefits.