

THE DULUTH FAMILY VISITATION CENTER

Program of the Domestic Abuse Intervention Project (DAIP)

Service Coordinator Job Description

REPORTS TO: DFVC Team Leader **TEAM:** Duluth Family Visitation Center

PAY SCALE: Regular \$17.74 – \$21.78/hr, 40 hrs per week plus benefits

STATUS: Non-Exempt

The Duluth Family Visitation Center is a child-focused service, which provides a safe and comfortable place for parents and children to continue building positive relationships. Most often problems exist over visitation between the custodial and non-custodial parent. Most of our families have experienced domestic violence. We are looking for someone who has experience working with children, can effectively work with people in crisis and is familiar with domestic violence. The Domestic Abuse Intervention Programs (DAIP) works to eliminate violence in the lives of women and their children and is committed to the elimination of racism, sexism, classism, homophobia and other oppressions. We are looking for employees who are committed to this goal.

Administrative Activities

- Maintain policy and daily procedure manual for DFVC
- Work with staff and Team Leader to implement policies and procedures of the DFVC
- Update orientation packets, intake and other paperwork
- Coordinate and oversee documentation, including visit logs, phone threads, communication between staff regarding families
- Maintain database and center records, including working with staff and DAIP to develop processes for keeping data
- Maintain physical space of the center, order supplies for program and office, order food and coordinate regular maintenance and other needs
- Order food from the Northern Lakes Food Bank and turn in statistics as required
- Participate in program development and evaluation, and grant writing as needed
- Act in place of Team Leader when she/he is absent

Program Activities

- Implement Community Assessment recommendations of the St. Louis County Supervised Visitation Collaborative in coordination with DFVC Team Leader and DFVC staff
- Actively develop the Center's relationship with the Court per Community Collaboration and Court Referral Process recommendations in coordination with the DFVC Team Leader
- Ensure that family interactions are handled with dignity and respect
- Ensure a positive and stress free environment for children.
- Actively build team work and communication among DFVC staff

- Mentor and monitor support staff, interns and volunteers during visits
- Provide professional training and community education as needed

Visitation Center Direct Service Responsibilities: Individual Families

- Schedule and conduct orientations as needed.
- Provide information to the courts, attorneys, Guardians Ad Litem, social workers and other professionals as needed and requested.
- Attend OFP court when needed and meet with families about the visitation center. Work closely with other legal advocates at OFP court.
- Attend other court proceedings as needed.
- Provide referrals and follow up for child and adult victims.
- Provide assistance to families transitioning from using the center to off site visits or exchanges.

Visitation Center Direct Service Responsibilities: Monitoring Visits

- Provide a safe, healthy nurturing and clean environment for children and their parents.
- Uphold the Guiding Principles as provided by the Office on Violence Against Women.
- Monitor on site visits and exchanges.
- Assist in opening the center; set out snacks, coffee, set out appropriate games toys, check daily schedule for families, check messages.
- Obtain updated information on participating families and surveys as needed.
- Greet both parents and children upon arrival to the center. Introduce self and others when needed. Assist parents when needed.
- Regulate phone threads and enter visit changes.
- Document visits and phone calls (complete and accurate) for all participants.
- Assist in closing the center by completing necessary paper work, required cleaning, and lock up procedures.
- Address and resolve conflicts that may arise in the center.
- Assume mandatory reporting duties.
- Communicate to visitation team leader about visitation activities and /or concerns.
- Attend team meetings and required trainings.
- Work toward team goals and objectives.
- Meet center policies and procedures.
- Other duties as assigned.

JOB QUALIFICATIONS:

- Demonstrated knowledge of domestic violence and related issues
- A commitment to ending violence against women and to the principles of native sovereignty.
- Knowledge and understanding of child development and the effects of domestic violence on children.

- Demonstrated skills in crisis intervention, conflict resolution, and negotiation.
- Leadership ability and willingness to work with a team approach
- Experience working with diverse racial, economic and social background.
- Detail oriented with strong organizational and problem solving skills
- Excellent written and oral communication skills
- Self-directed, motivated and able to work independently
- General office and computer skills
- Ability to manage multiple tasks at once.
- Must be reliable and flexible.
- Ability to work evenings and weekends
- Proposed hours/schedule:
 - Monday 9-5
 - Tuesdays 11-7
 - Wednesday 9-5
 - Thursday 9-5
 - Friday 11-7

If you are interested in applying for this position, please forward your resume by January 25, 2010, to Beth Olson, Domestic Abuse Intervention Programs, 202 E. Superior St., Duluth, MN 55802.

EEO employer. People from all backgrounds encouraged to apply.