

# JOB DESCRIPTION

<b>JOB TITLE:</b> Crossroads Coordinator		<b>FLSA STATUS:</b> Non-Exempt
<b>SUPERVISOR:</b> Crossroads Director	<b>PAY GRADE:</b> 05	<b>SUPERVISOR RESPONSIBILITIES:</b> Yes

## **ESSENTIAL DUTIES:**

1. Assists with managing domestic violence services and related projects; adheres to Pennsylvania Coalition Against Domestic Violence (PCADV), Victims of Crime Act, other grantors, and CAI's policies, requirements, and procedures.
2. Responsible for staff scheduling to insure coverage for shelters, offices, and community awareness, outreach, and educational activities.
3. Assists with purchase documents, correspondence, and other administrative and operational requirements.
4. Monitors hotline and service provision files.
5. Provides options counseling, advocacy, hotline, support group, emergency shelter, service planning, relocation, and other support services and referrals; including directing and/or providing after-hours emergency and shelter services.
6. Provides legal advocacy in civil and criminal court proceedings; ensures Crime Victims Compensation referrals.
7. Responsible for system advocacy and public relations to cultivate community support and garner local resources.
8. Responsible for volunteer recruitment, training, coordination, and recognition.
9. Responsible for the accurate and timely recording and reporting of service data with corresponding documentation; assists with ensuring information systems are current and accurate.
10. Identifies and reports all potential risks and conflicts to supervisor within 24 hours; recommends solutions; assists with mitigating risks.
11. Supervises staff; completes and documents personnel actions.
12. Performs the duties of the Crossroads Director in their absence.
13. Assists with planning, conducting, and coordinating staff training; attends trainings and meetings; travel required.

## **QUALIFICATIONS:**

**Special Licenses, Traits, Skills and/or Certifications:** Enthusiastic, self-starter, quick learner; analytical thinker; problem solver; resourceful and innovative; detail oriented, organized; capable of independent work; must demonstrate common sense; and excellent listening, communication, and interpersonal skills. Must have completed or be able to complete the Pennsylvania Coalition Against Domestic Violence (PCADV) 45 hour Domestic Violence Direct Service Provider Training.

**Education and/or Experience:** Bachelor's degree and one year related experience; or an equivalent combination of education and experience.

**Computer Skills:** To perform this job successfully the following computer skills are required: Computer Literate, including the Windows Operating System and Microsoft Word, Outlook, Excel, PowerPoint, Publisher, Internet Explorer; and data entry.

**PHYSICAL DEMANDS:** The physical demands described are required to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- While performing the duties of this job, the employee is frequently required to stand, sit, talk, hear, walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee is occasionally required to smell.

- The employee must occasionally lift and/or move up to 50 lbs.
- Specific vision abilities required by this job include close vision, color vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described are representative of those encountered while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- While performing the duties of this job, the employee is occasionally exposed to wet or humid conditions (non-weather), moving mechanical parts, outdoor weather conditions, and risk of electrical shock.
- The noise level in the work environment is usually moderate.

**WORK CONDITIONS:** The work conditions for this job description are:

- Access to reliable transportation and travel are required to perform essential duties. Obtains and maintains the required motor vehicle liability insurance requirements and an acceptable motor vehicle record.
- Maintains an acceptable child abuse history clearance, acceptable criminal record report, any other acceptable clearance required, and negative drug and alcohol screenings.
- Community Action, Inc. maintains an at-will policy of employment that means employment and compensation may be terminated with or without cause and with or without notice at any time at the option of either Community Action, Inc. or the employee.

The statements contained herein describe the scope of the responsibility and essential duties of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

I CERTIFY I HAVE READ THIS JOB DESCRIPTION, IT HAS BEEN EXPLAINED TO ME, AND I UNDERSTAND MY DUTIES AND RESPONSIBILITIES. I UNDERSTAND COMMUNITY ACTION, INC. MAINTAINS AN AT-WILL POLICY OF EMPLOYMENT WHICH MEANS EMPLOYMENT AND COMPENSATION MAY BE TERMINATED WITH OR WITHOUT CAUSE AND WITH OR WITHOUT NOTICE AT ANY TIME AT THE OPTION OF EITHER COMMUNITY ACTION, INC. OR ME AS AN EMPLOYEE.

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Employee Signature

\_\_\_\_\_  
Date

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Immediate Supervisor Signature

\_\_\_\_\_  
Date