



Position: Support Group & Volunteer Coordinator

Reports to: Associate Director

Classification: Part-time, non- exempt FLSA

Work Conditions: 24 hours weekly: some evening and weekend hours required for groups and/or training periodically; Hybrid work from home (1-3 days) and in-office in Chapel Hill (1-2 days) is required for this position; exact schedule TBD based on selected candidate availability. Periodically move boxes and bags weighing up to 30 pounds; ascend/descend stairs as needed.

Benefits: Prorated paid time off plus one paid day off monthly; 14 prorated paid holidays per year; Paid parental leave and short-term disability benefits; bereavement leave; safe leave; option to participate in 403(b) Retirement Savings Plan.

Compensation: \$21.54/hour

Position Summary: The Support Group & Volunteer Coordinator manages the support group programming primarily for adults and occasionally children who have experienced domestic violence. This includes training and supervising volunteer support group facilitators, facilitating groups as needed, and providing direct services to victims of domestic violence through the agency's daytime domestic violence (DV) crisis line. The Coordinator also assists with recruiting volunteers agency-wide, responds to volunteer applications/inquiries, and assists prospective volunteers in connecting with the best program fit within the agency.

Essential Job Duties and Responsibilities

Support Group Program Management (approximately 12-14 hrs/week)

- Coordinate agency's virtual and in-person support group programming primarily for adults and occasionally children who have experienced domestic violence divorce or separation, etc. for adults in the community.
- Facilitate groups/fill in for volunteer group facilitators as needed to maintain group continuity for clients
- Screen or oversee screening of group participants for readiness and appropriateness for groups and workshops.
- Screen, train and supervise volunteers serving as support group facilitators to meet program needs in accordance with organizational values.
- Create and implement an annual schedule of support group and workshop offerings.
- Maintain statistical records and proper documentation on clients served and clients interested in group program participation.
- Develop and maintain professional relationships with other community agencies and professionals to collaborate in providing group services and increase awareness about Compass Center's group services.
- Develop and update group curricula as needed.
- Manage evaluation of group services by creating evaluations, measuring outcomes and creating
- Work with Development and Communications Coordinator to advertise for upcoming groups and workshops
- Coordinate the training of support group facilitators at minimum once per year and provide ongoing supervision

Domestic Violence Crisis Services (approximately 8 hrs/week)

- Provide direct assistance to victims of domestic violence by phone **and** in-person at the office
- Assist with all-volunteer and DV advocate training bi-annually as needed.

Agency Volunteer Recruitment/Response (approximately 2-4 hrs/week)

- Review and respond to agency volunteer applications and inquiries as needed
- Send volunteer position descriptions to prospective volunteers and connect them with the appropriate staff member for screening based on their interests, skills, and availability during volunteer training season (offered twice per year in the Spring and Fall)
- Assist with volunteer appreciation efforts

Organizational Duties

- Maintain proper documentation of client service provision for all support group programs and oversee collection of evaluation tools necessary to evaluate support group programs.
- Participate in staff and program team meetings.
- Other duties as assigned by supervisor.

Qualifications

Required:

- Experience facilitating support groups and solid understanding of group stages, strategies for managing challenges in group, and other core best practices of ethical group facilitation.
- Experience working with survivors or domestic violence or sexual assault and/or underserved populations.
- Experience and/or interest in training and supervising volunteers.
- Demonstrate cultural sensitivity and the ability to work with diverse groups. Possess empathic listening and communications skills that can be adapted for survivors with various needs.
- Enjoy working with a team of other committed and passionate staff members.
- Fluency in spoken and written English required.

Preferred:

- Bachelor's or Master's in social work, counseling, or related field preferred; equivalent experience will be considered.
- Possess a valid driver's license, automobile insurance, and reliable vehicle.
- Fluency in Spanish or additional language is a plus.

We actively encourage diverse candidates to apply, especially those who are Black and/or Indigenous People of Color, Women and gender minorities, people with lived experience of domestic violence and/or housing instability and people with disabilities and/or neurodivergence. Compass Center provides equal employment opportunities to all employees and applicants for employment without regard to race, ethnicity, color, religion, age, gender identity or expression, sexual orientation, disability, appearance, class, body size, partnership status, parenting and/or pregnancy status, genetic information, national origin, or veteran status.

To apply: send a cover letter, resume and three professional references to employment@compassctr.org and include the job title in the subject line. No phone calls please. Applications will be accepted until the position is filled.