



Position: Prevention/Outreach Specialist I, II, III (Certified Position)

Reports To: Client Services Supervisor

Status: Non-Exempt

Primary Purpose of Position: Under the direct supervision of the Client Services Supervisor, provide prevention and outreach to the community regarding Operation Care programs and coordinate Operation Care campaigns.

Principal Duties and Responsibilities

Prevention and Outreach Support Services:

- Coordinate Operation Care campaigns, such as Domestic Violence and Sexual Assault Awareness Month activities.
- In collaboration with the Client Services Supervisor, create and revise campaign and outreach materials, articles, brochures and flyers related to domestic violence and sexual assault and submit to Executive Director and Deputy Director for approval.
- Coordinate community collaborations and serve as a community liaison for Operation Care at collaborative meetings.
- Provide follow up, support and education to team members, adult and child victims and non-offending family members.
- Establish a positive and professional rapport with community institutions such as schools, churches, youth groups, service clubs and community organizations and their governing boards.
- Provide extensive community education, outreach and presentations on a regular basis relating to Operation Care services to organizations, business, and individuals as requested.
- Provide training to agencies, including but not limited to Law Enforcement, school personnel and social service personnel about working with victims of domestic violence and sexual assault.
- Provide outreach through local media sources such as radio, television, newspaper and newsletters, including Operation Care newsletters.
- Attend presentations, fundraisers, special events and award functions as requested.
- Staff information booths for Operation Care at various health/volunteer fairs and events in the community.
- Ensure all outreach objectives are met.

Direct Services (as needed):

- Provide information, crisis intervention, support and referrals on the 24-hour crisis line and dispatches assistance as necessary.



- On call 24/7 to respond to hospital and law enforcement requests to assist domestic violence and sexual assault victims.
- Provides one-on-one counseling and facilitates educational and support groups for Operation Care clients
- Interviews clients for eligibility for the shelter program
- Covers Safehouse as needed.
- Welcomes and orients each client and child to the shelter
- Implements and enforces all shelter policies, procedures and rules.
- Determines eligibility for each client to receive Operation Care services.
- Provides court and social service accompaniment and advocates on behalf of domestic violence and sexual assault clients.
- Assists clients with the restraining order process (temporary and permanent), as needed.
- Keeps supervisor informed on a regular basis on program activities and concerns.
- Complies with all mandated reporting laws and files reports involving suicide, homicide, suspected child abuse, elder and disability abuse, suicide and homicide.

Other Duties:

- Attend staff meetings, trainings and staff retreats as requested
- Share in office coverage and maintenance
- Maintains professional relationships with all Operation Care staff and volunteers.
- Other duties as assigned.

Demands/Qualifications:

- High school diploma or equivalent generally required
- Valid California driver's license, insurance and reliable access to transportation.
- 80-hour Victim Assistance Certification (may be provided by Operation Care upon hire).
- Maintain skill level through reading and attends training as required.
- Ability to provide crisis intervention and possess good decision making skills.
- Verbal and written communication skills.
- Knowledge of computers and relevant software applications.
- Ability to maintain professional boundaries and strict confidentiality.
- Shows initiative, reliability, stress tolerance and attention to detail.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.