



# ALLIANCE FOR COMMUNITY TRANSFORMATIONS

PO Box 2075, Mariposa, CA 95338, (209) 742-6456, [www.alliance4community.org](http://www.alliance4community.org)

<b>Job Title:</b>	Los Banos Program Specialist	<b>Job Category:</b>	Administrative
<b>Classification:</b>	Office Based Services	<b>WC Code #:</b>	8742
<b>Location:</b>	Valley Crisis Center	<b>Travel Required:</b>	Yes
<b>Level/Salary Range:</b>	\$18.74 per hour	<b>Position Type:</b>	Full time; 40 hours per week
<b>HR Contact:</b>	Denise Conway	<b>Phone:</b>	(209) 742-6456
<b>Name:</b>		<b>Date of Hire:</b>	
<b>Immediate Supervisor:</b>	Program Coordinator		
<b>Benefits:</b>	11 Paid holidays, 3 weeks 4 days (152 hours) Paid Time Off per year, Cafeteria Plan with Health, Dental, Vision, Life Insurance, and Retirement Benefit Options.		

### Applications Accepted By:

**E-mail Application, Resume and Cover Letter to:**  
[Applications@alliance4you.org](mailto:Applications@alliance4you.org)  
**Subject Line:** VCC Los Banos Program Specialist  
**Attention:** Human Resources

### Job Description

#### Role and Responsibilities

The Los Banos Program Specialist position will be responsible for creating a welcoming environment for clients and community partners in person and over the phone in a professional responsive manner. This position will ensure the smooth operation of the Los Banos Satellite Office, as well as providing outreach and crisis intervention.

#### Resource Liaison:

- Serves as a liaison/advocate between VCC clients and community resources
- Acts as a representative for VCC at community meetings to ensure appropriate coordination of services for VCC clients
- Ensure that VCC staff are kept up to date on changes in community resources
- Provide culturally appropriate services and referrals and/or coordinates interpretation services
- Provide presentations and training to community agencies, staff and volunteers on all aspects of domestic violence and sexual assault victims

#### Crisis Intervention & Advocacy:

- Responds to victims of crime to reduce level of trauma and provide support in a way that reflects the agency's mission, vision, and values
- Assess the immediate needs and lethality of walk-in-clients and respond to call-outs and crisis calls during regular business hours
- Answer crisis line calls, assess for services, provide referrals and completes necessary documentation
- Responds to calls requesting an advocate for clients, law enforcement agencies, medical facilities and other social services providers when it is appropriate and safe to do so
- Provide emergency transportation when necessary and safe at the request of the supervisor
- Provides advocacy and accompaniment on behalf of walk-in clients, call outs, and crisis calls
- Prepares correspondence on behalf of clients to services providers
- Accompanies and transports clients as needed to medical, criminal justice, and social service appointments to seek help with needs
- Maintain confidentiality of client information included in files, conversations or obtained from written sources





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- Ensure that the appropriate documentation and releases have been signed
- Maintain a professional demeanor when working with clients and community partners
- Communicate with agencies as needed for the purposes of securing services for the client and ensuring their safety
- Contact the client in one or two days for the purpose of following up, providing safety planning and going over available resources
- Ensure that the client receives the necessary information to access additional services and referrals
- Responds to crisis after hours and weekends through the crisis hotline or in person on a rotating on-call basis

## **Other Direct Services:**

- Provides assistance with restraining orders/custody papers when needed
- Provides court support and general information regarding the criminal justice system; acts as a court escort and provides information on the status of the client's case when needed
- Provides short term supportive counseling and case management as needed

## **General Duties:**

- Compiles documentation necessary for statistical reports and case records in a timely manner
- Participate in trainings
- Attend weekly staff meetings and case reviews
- Other duties as assigned, within the scope of the job

## **Qualifications and Education Requirements**

### **Knowledge of:**

- Computer Programs
- Empowerment coaching techniques
- Crisis Intervention and Peer Counseling Techniques
- Community Resources

### **Ability to:**

- Communicate effectively orally and electronically in writing with individuals and groups, also with public, private and governmental agencies
- Communicate and deal effectively with individuals and groups in stressful situations.
- Work effectively with limited supervision, high stress and rapidly changing situations and circumstances
- Effectively communicate with various socioeconomic and cultural backgrounds

### **Education/Experience:**

- High School Diploma; Some college or vocational courses desirable
- Ability to communicate compassionately, reasonably, and clearly with diverse group of individuals
- Complete 40 hours Domestic Violence and 40 hours Sexual Assault Counselor Training upon hire
- Complete First Aid/CPR certification upon hire
- Prefer three years of experience working as an employee or volunteer in social services





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**Physical Requirements:**

- Facility to sit at a desk, conference table or in meeting rooms of various configurations for extended amounts of time
- Facility to see read and distinguish printed and handwritten documents
- Facility to hear and understand speech at normal room levels, and to hear and understand speech on the telephone
- Physical agility to lift and carry up to 25 pounds, and to bend, stoop, walk and reach overhead
- Physical agility to push/pull, squat, twist and turn
- Mental acuity to perform the essential functions of this position in an accurate, neat, timely fashion: to make good judgments and decisions; and to evaluate the results of decisions and judgments

**Note:**

*This list of essential functions and physical requirements is not exhaustive and may be supplemented as necessary in accordance with the requirements of the job. Alliance for Community Transformations adheres to the provisions of ADA regarding reasonable accommodation procedures.*

**Additional Requirements:**

- Must complete finger printing and background check upon hire, at Alliance expense. Failure to pass fingerprint clearance or background may result in withdrawal of job appointment
- Must have reliable transportation, a valid driver’s license, and DMV clearance
- The Alliance requires all new hires to be fully vaccinated against COVID-19 (including a booster). Potential new hires may make a request for a medical or religious exemption. If an exemption request is deemed valid and is granted, we will consider whether or not a reasonable accommodation exists that would allow the individual to perform the essential functions of the job.

*Alliance for Community Transformations Values: Confidentiality, Safety, Equality, Respect, Empowerment, Personal & Professional Responsibility, Social Change Through Education & Advocacy and Sustaining Ourselves & Our Communities. Alliance for Community Transformations is an equal opportunity, affirmative action employer. All qualified applicants will be considered regardless of race, color, religion, ancestry, national origin, age, gender, marital status, sexual orientation, medical condition or physical disability.*

Reviewed By:		Date:	
Approved By:		Date:	
Initial Job Description Date:	6/28/2017	Revised Job Description Date:	6/30/2022

**\* Upon Hire, this will be signed and dated by the applicant. \***

Signature

Date

