



## **ENGAGEMENT COORDINATOR**

**REPORT TO: CHIEF OF STAFF**

**COMPENSATION: COMMENSURATE WITH EXPERIENCE**

**EXEMPT STATUS: EXEMPT**

**COMMITMENT TYPE: FULL TIME**

**BASE OF OPERATIONS: TYLER, TEXAS**

### **SUMMARY:**

Children's Advocacy Center of Smith County (CACSC) provides comprehensive services to child victims of abuse and their non-offending caregivers in conjunction with a multi-disciplinary team (MDT) made up of Law Enforcement, Child Protective Investigators, and the District Attorney's office. Working within this team environment, the Engagement Coordinator provides an appropriate setting to help support victims of child abuse and their protective caregivers while visiting the CACSC.

### **ESSENTIAL FUNCTIONS:**

#### **GENERAL**

- Monitor access and provide greeting for all center clients, families, and caregivers
- Build a rapport with children, families, and caregivers to develop positive relationships with new & returning clients
- Assess and respond to the needs of clients, families, and caregivers in the lobby area, facilitating activities for clients and providing amenities as needed
- Communicate significant information obtained from the client, behavioral changes, and concerns to the appropriate team member
- Contact appropriate team member in crisis situations
- Answer phone and route calls appropriately as needed
- Assist with maintaining orderly and accurate client statistical information in case files and computer databases as directed
- Maintain educational and age-appropriate activities for clients when appropriate
- Maintain positive professional relationships with all center staff, volunteers, interns, and MDT members
- Attend all required staff meetings when schedule allows
- Attend trainings and conferences as required
- Other duties as assigned

#### **DIRECT SERVICE VOLUNTEER COORDINATION**

- Manage the training, stewardship, schedule, and supervision of direct service volunteers after initial screening by the Director of Development
- Implement, manage, evaluate, and execute the Center's volunteer orientation program
- Provide all volunteers an engaging experience with CACSC
- Enter, maintain, and update volunteer contact data into database
- Maintain accurate reporting of volunteer information and data as required by audits and grant standards.

- Recognize volunteers with a variety of methods to express gratitude for their commitment and contributions to CACSC that will result in cultivating a positive and fulfilling relationship with CACSC

#### **JOB REQUIREMENTS AND QUALIFICATIONS:**

##### **EDUCATION:**

- High School Diploma (minimum)

##### **EXPERIENCE:**

- Desire to work with children who have experienced trauma
- Minimum of 1 – 2 years' experience working directly with children
- Proficiency in database tracking systems

##### **KNOWLEDGE REQUIREMENTS:**

- High level of written and oral communication skills, organizational skills, computer skills, and collaborative capabilities
- Proficiency with Microsoft, Word, Excel, and Outlook

##### **INTELLECTUAL AND PHYSICAL REQUIREMENTS:**

- Individual should possess tact, good judgment, flexibility, and the desire to work as a team member with individuals from a variety of disciplines
- Ability to work well under pressure, respond quickly to challenges, multi-task, and balance the various requirements noted above
- Bending, stooping, reaching, and other movements required in dealing with children. Lifting of office materials (up to 20 lbs.)

##### **OTHER INFORMATION:**

- Position involves confidential work with sensitive information about child abuse victims and partner agency personnel at supervisory and front-line levels
- The CACSC Code of Conduct was developed to reflect our commitment to conducting our operations according to the highest standards of integrity, ethics, safety, and professionalism. All employees are expected to adhere to the highest standards of personal conduct, integrity, ethical behavior, and professionalism
- Employment is dependent upon successful completion and clearance of background checks with the Department of Family and Protective Services (DFPS), Criminal History, National Sex Offenders Public Website, and E-Verify. In addition, if applicants have lived out of the State of Texas within the past five years, they must clear an out of state check and clearance

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as exhaustive of all responsibilities, duties and skills required for the position.

If you are interested and meet the requirements for this position, please send a cover letter and resume to [ttanner@cacsmithcounty.org](mailto:ttanner@cacsmithcounty.org)