

**JOB DESCRIPTION**

**Community Access Manager**

**11.14.2022**

**Community Access Manager**

Salary: $62,000

Status: Full-time, exempt

*AFSSA is seeking a Community Access Manager. Reporting to the Director of Prevention, Education and Outreach, the Community Access Manager will lead the agency’s outreach efforts within AFSSA’s ten-county service area. Focus will be placed on increasing access to services for survivors of violence living in rural areas where access to services is limited. The Manager will work to build up AFSSA’s visibility, increase the community’s awareness of the 24/7 hotline, and promote AFSSA’s expansion of remote service availability to Asian and immigrant survivors living in rural areas.*

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**ABOUT ASIAN FAMILY SUPPORT SERVICES OF AUSTIN (AFSSA)**

AFSSA is a non-profit organization located in Austin, Texas with a staff of thirty-seven professionals who are passionate about breaking the cycle of violence in Asian and immigrant communities. Through education, advocacy, and self-advocacy, we empower Asian survivors of sexual violence, domestic violence, and human trafficking by improving their access to services, and increasing the community’s awareness of the various forms of gender-based violence and oppression.

AFSSA supports our dedicated team of professionals by providing medical, dental, and vision insurance at no cost to our employees. AFSSA demonstrates a level of care for our employees that includes competitive compensation and PTO, comprehensive benefits.  Time-off includes up to: 208 hours of paid time off; 40 hours of Floating Holidays; 48 hours of Official Holidays; and Comp time. AFSSA also offers a 401k retirement program with an employer match.

*Guided by our core values of Prevention, Advocacy, Responsiveness, and Transformation, AFSSA provides high quality, client-centered, and strength-based survivor and community services in Central Texas.*

**POSITION SUMMARY**

The Manager will lead AFSSA’s Community Education and Outreach services. Partnering with other Outreach Managers, the Manager will coordinate outreach program delivery to AFSSA community members and stakeholders. The Manager guides the development and growth of outreach services, manages budgets, and maintains compliance as required by funders. The Manager will make recommendations about business, administrative, and operational procedures and protocols that align with community education and outreach goals. The Manager coaches and develops staff, interns, and volunteers; uses project management tools to ensure grant deliverables, performance, compliance, and supporting documentation; and provides program and organizational development. The Manager provides subject matter expertise about the dynamics of domestic violence and sexual assault in API communities. The Manger ensures accessible, trauma-informed, and client-centered education content is available and accessible to community members and stakeholders, and is ultimately accountable for stakeholder experience and program quality. The Manager will represent AFSSA externally in collaboration and close coordination with the agency’s Executive Leadership Team. Managers operate with a high degree of latitude given for independent judgment and initiative, but limited by AFSSA’s strategic goals, policies, and funder requirements.

This position will report directly to the Director of Prevention, Education, and Outreach

**ESSENTIAL JOB FUNCTIONS**

Coordinates or delegates the coordination of community events and presentations that are accessible, allow for full participation, and respond to community needs. Presentations may include: Know Your Rights; About AFSSA Services; Healthy Sexuality for Youth, Adults and Survivors; The Spectrum of Healthy Relationships; information on navigating language access in the US; and other topics responsive to the needs of the community.

* Ensure content/curricula is relevant, current and available for use by the Outreach Team. Create new content as needed.
* Plan and coordinate events for agency stakeholders that meets established outreach goals
* Using all communication platforms, promotes events to increase the flow of information to potential participants, ensuring the event details reach the widest audience.

• Analyze service statistics and generate observations, findings, conclusions, and recommendations

to respond to client needs during the intake process and through participation in AFSSA programs

and services.

• Work closely with other AFSSA advocates and partners to ensure agency goals are met

• Ensure maintenance of statistics, forms and reports; maintain files that are complete and up-to-date

• Participate in area coalitions and task forces to build alliances and partnerships with

community based organizations to increase access to support services for clients

• Provide support to partners in addressing the needs of Asian survivors of sexual violence

• Coordinate continuing education offerings and trainings for staff members, partner agencies, and

stakeholders to address the needs and issues impacting API survivors of sexual violence

• Provide evaluation of trainings and analysis of the agency’s education and outreach responsiveness

to stakeholders

• Attend various agency meetings as required including staff and direct service meetings

• Adhere to all agency, state and federal policies and regulations

• Perform other duties as assigned

**REQUIRED EXPERIENCE, SKILLS & EDUCATION**

* Bachelor’s degree in Counseling, Criminal Justice, Social Work, Public Health, Psychology or other related field and two years’ experience with advocacy or case management, sexual assault intervention, counseling, and/or crisis management OR an equivalent combination of education and experience
* Experience in management including: personnel management, coaching, project planning and evaluation, risk management, and budget management
* Ability to prioritize, effective time management skills, and quick turnaround on projects
* High level communication (written and verbal), interpersonal skills, and a communication style that is transparent and direct. Writing skills must be top notch
* Knowledge of culturally grounded, trauma-informed service provision to traditionally underserved populations
* Knowledge of Asian cultures, respect for all cultures, and ability to interact with diverse groups
* Ability to maintain effective relationships with staff, volunteers, community, and national partners
* Must submit to and successfully complete a background investigation
* Must have own transportation for frequent travel within the metropolitan area
* Proficiency using technology: MS Office software, databases, government
* Successfully complete a background investigation
* Knowledge of local Austin-area community resources
* Knowledge of gender-based violence issues and their impact on individuals and families and experience working with individuals who have experienced trauma
* Familiarity with one or more Asian languages (preferred)

**SPECIFICATIONS**

* **FLSA Status:**Full-Time Exempt
* **Salary:** $62,000
* **Location:** Austin Texas
* **Benefits:** 100% employer paid medical, dental, and vision insurance. 401k program (up to 3% employer match). Generous Paid Time-Off (PTO, accrued semi-monthly @ 8 hrs per pay period), five (5) Floating Holidays, six (6) Official Holidays, and Comp time.
* **Hours:**  Minimum of 40 hours per week, including evenings and weekend commitments
* **Required:** Valid U.S. work permit
* **Required:** Occasional use of self-insured personal vehicle
* **Required:**  Valid Texas Driver’s License
* **Note:** This position is subject to grant funding