Position Opening: Community Support Services Coordinator
FLSA: Non-exempt

Become part of a vibrant team committed to the empowerment of those affected by domestic violence and advocating for social change through support, education, and outreach. Domestic Abuse Intervention Services (DAIS) is the leading provider of domestic violence intervention and prevention services in Dane County. Founded in 1977, DAIS continues to evolve following its successful capital campaign that resulted in substantive growth for the organization and an enhanced professionalism in how it advances its work. Staff and volunteers are bounded by values of mutual respect, openness, collaboration, and shared responsibility.

DAIS is seeking a full-time Community Support Services Coordinator to join our team. Responsibilities include the coordination, development and implementation of the Community Response Program and the Support Group Program. The Community Response program works with victims of domestic violence over the phone and in-person to provide support, safety planning, and community resource referrals. The Support Group program provides peer-based support to victims of domestic violence in order to decrease isolation and increase safety. This position requires direct service, program coordination, and supervisory skills. This is a full-time hourly position with scheduled day time hours though some evenings and weekends will be necessary depending on the needs of the programs.

Benefits include access to purchase full medical and dental coverage, life insurance, short-term disability insurance, long-term disability insurance, and generous leave time.

A successful candidate will possess a four year college or university degree though relevant work experience may be considered in lieu of a degree. In addition, a successful candidate will have a minimum of four years of experience providing supervision and support to direct service staff, volunteers, and/or student interns. Experience working with victims of trauma and their children, experience working with individuals and families from diverse backgrounds, knowledge of community resources in Dane County, excellent written and verbal communication skills and an attention to detail are also required. Excellent computer skills including knowledge of and experience with Microsoft Office and bilingual abilities in English and Spanish are preferred. Knowledge of domestic violence issues is strongly preferred.

DAIS is seeking individuals with the following skills and competencies for this role:
  • Commitment to Quality Service: Builds and maintains client/community satisfaction with the services offered by the organization.
  • Valuing Diversity: Helps to create an environment that embraces and appreciates diversity.
  • Collaboration: The ability to develop, maintain, and strengthen partnerships with others inside and outside the organization who may be able to provide information, assistance and support.
  • Stress Tolerance & Unflappability: Maintains composure in highly stressful or adverse situations.
  • Self-Accountability & Work Standards: Sets high standards of performance for self and assumes responsibility and accountability for successfully completing assignments or tasks.
  • Safety Awareness: Maintains an awareness of conditions and circumstances that impact one’s own safety or the safety of others.
  • Facilitating Groups: Enables cooperative and productive group interactions.
  • Attention to Details: Diligently attends to details and pursues quality in accomplishing tasks.
  • Professionalism and Personal Boundaries: Conducts oneself within appropriate and expected professional boundaries and policies.

To apply:
Interested individual applicants only please, DAIS prefers not to be contacted by third party staffing agencies. A complete application, resume and cover letter addressed to Dawn Sharer, Human Resources Manager, are required to be considered for this position. Incomplete applications, or applications submitted without a cover letter and resume will NOT be considered.

Completed applications may be submitted via email as an attachment to: daisemployment@abuseintervention.org, or by U.S. Mail to DAIS, Attn: Human Resources, 2102 Fordem Ave., Madison, WI 53704.

Application and full job description may be obtained at http://abuseintervention.org/how-to-application/

Applications will be accepted until this position has been filled.

DAIS is an equal opportunity employer.