

The Partnership for Domestic Abuse Services (PDAS)

15 West Kellogg Boulevard, Room 140

St. Paul, MN 55102

Voice: (651) 266-9901

www.bridgestosafety.org

Lead Operations Coordinator

About PDAS and Bridges to Safety: Bridges to Safety is a center where advocacy programs, community organizations, and governmental agencies have joined together under one roof to provide centralized services and safety for victims of domestic violence in Ramsey County. Bridges to Safety is a program of the Partnership for Domestic Abuse Services, a collaborative of 18 member agencies. The St. Paul & Ramsey County Domestic Abuse Intervention Project (SPIP) is the fiscal and employment sponsor. For more information about our work, please see our web site at www.bridgestosafety.org.

Position: .6FTE 8 hours per day Monday, Wednesday and Friday

Responsible to: The Governance Committee. All personnel-related issues direct to SPIP Executive Director

Primary Duties and Responsibilities:

- I. **Bridges to Safety**
 - Serve as a warm and friendly first contact for Bridges to Safety participants, visitors, and partners.
 - Support the safety, dignity and comfort of participants at Bridges to Safety.
 - Use discretion when engaging with participants at the front desk or in front of other participants, being aware of the sensitive nature of their situation at all times.
 - Provide proper intake and paperwork for all potential Bridges to Safety participants; distribute Satisfaction Surveys to all participants and collect those surveys completed.
 - Engage children of participants in safe and fun play whenever possible, and find appropriate activities/materials for adolescents who are waiting for their parent or guardian.
 - Assist in assuring the effective delivery and quality of services to victims at Bridges to Safety
 - Answer front desk/multi-line telephone.

- Ensure that Bridges to Safety's front desk, lobby area, children's room, and kitchen are clean, stocked, neat, and organized.
- Perform data entry, including the accurate entry of participant demographic data into our database and participants' responses to BTS Participant Satisfaction Surveys.
- Monitor the flow of participants and partners through Bridges to Safety.
- Monitor Bridges to Safety's security in conjunction with the Ramsey County Sheriff's Department and the St. Paul Police.
- Ensure that all PDAS partners on site are aware of, and in accordance with the processes and procedures of the Bridges to Safety Operations Manual, and PDAS Confidentiality and Data Sharing Policy.
- Recruit, screen, train, schedule, and supervise volunteers as needed.
- Order Office supplies/approve related invoices, and maintain petty cash/meal gift cards.
- Provide Petty Cash for parking meters.
- Submit all check requests or reimbursements in accordance with SPIP policies and procedures.
- Maintain Petty Cash and Gift Balances on a weekly basis.
- Review monthly expenses, and discuss/report any variances, concerns or explanations to SPIP ED and Governance Co-Chairs as appropriate.
- Report meter readings for copier; Create and maintain copier user ID codes for member agencies; Provide copier use counts to On Site Services Co-Chairs by user ID, January and July each year.
- Manage PDAS, On Site Services and Governance list servs; Audit January 1 each year and direct any questionable modifications to corresponding Co-Chairs.
- Coordinate IT/Tech Support and Service for Office Equipment as needed; Enter building services requests, as needed.
- Contact On Site Services Committee Co-Chairs or Governance Co-Chairs with questions, concerns, for direction or to report issues.
- Check-in/out access cards and keys
- Serve as the Day One contact and update certification.
- Provide monthly back-up of front desk and coordinators' computers' contents onto jump drive, the first business day of each month
- Pickup, record and respond to BTS voicemail messages, as needed.
- Review and maintain BTS Coordinator Manual as well as Front Desk Quick Reference material
- Provide work direction to Part-Time backup BTS Operations Coordinator
- Provide and arrange with appropriate on-site partners training and orientation for all new on-site providers, including tour, introductions and confidentiality policy
- Other duties as assigned by employing agency or Governance Co-Chairs.

- Report any and all serious issues, incidences and/or accidents to SPIP ED, and Governance Committee Co-Chairs

II. Provide administrative assistance to PDAS Committees in:

- Identifying and connecting PDAS/BTS services to unserved and underserved individuals and communities
- Positively promoting PDAS/Bridges to Safety to its key external stakeholders
- Promote, establish and maintain positive relationships with member programs, and other community and government programs and agencies.
- Recording member participation in PDAS meetings and retaining historical record of meeting minutes
- PDAS-Meeting coordination, room reservation, announcements, minutes and follow-up;
- Finance Committee: Assist in developing and monitoring the PDAS/Bridges to Safety budget, and maintaining reports and procedures.
- On Site Services-Meeting coordination, minutes, follow-up, admin support and training's coordination
- Ad-hoc committees – Coordination, minutes and follow-through tasks
- Assist in planning, organizing and arranging the details for PDAS trainings (room reservation, announcements, registration, sign-in form and attendee's survey)

III. Communications

- Maintain PDAS/BTS key communication, i.e. listservs, web-site, Facebook, etc.
- Create, distribute and post Week at a Glance to On Site Services and PDAS Listservs.
- Compile and distribute demographics to On Site Services and PDAS Listservs.
- Act as a conduit to Governance and On-Site Services Committee co-chairs regarding emerging issues and trends at BTS.
- Assign communication tasks to part-time coordinator as needed

IV. Additional Responsibilities

- Attend mandatory trainings, i.e. how to deescalate volatile situations, etc.
- Assist SPIP ED and SPIP Operations Coordinator in compiling information for potential funding sources and reports
- Perform other duties as requested by the employing agency and/or Governance Co-Chairs
- Report absences and submit leave requests to SPIP
- Track daily activities on timesheet

Experience and Qualification Requirements:

- High School Degree or equivalent.
- Sensitivity to the complex nature and causes of domestic violence and the impact domestic violence has on victims and their children, and on the community as a whole.
- At least two years of administrative and/or front desk/receptionist experience.
- High level of proficiency in Microsoft Office software (primarily Word and Excel).
- Excellent verbal and written skills.
- Experience operating a multi-line telephone system.
- Experience working with people (including children) of diverse cultural, religious/spiritual, economic backgrounds, ages, sexual orientations, abilities, and lifestyles.
- The ability to maintain a warm, friendly, and non-judgmental attitude.
- Must be able to multi-task and work calmly under pressure.
- Must be willing and able to abide by the Bridges to Safety's confidentiality policies and State of Minnesota mandated reporting laws.
- Ability to pass a criminal background screening.
- If you have received services from Bridges to Safety, at least one year must have elapsed from the last time you received services.

Desired Experience and Qualifications:

- Experience working in the domestic violence field.
- Nonprofit/human services experience.
- Experience coordinating volunteers.
- Ability to fluently speak a language other than English. Hmong or Spanish preferred.
- Childcare experience.
- Red Cross First Aid certification.

Salary, Benefits and Work Hours:

- Part Time- 24 hours per week. Non-Exempt Position
- Salary: \$17.00 per hour. Excellent prorated benefits package including medical, dental and disability insurance
- Parking provided.
- Hours: 8:30 a.m. to 4:30 p.m., Monday, Wednesday and Friday.
- Position Location: St. Paul City Hall/Ramsey County Courthouse in downtown St. Paul

Please send resume and cover letter to: rmc@stpaulintervention.org or fax to 651-645-6556

Or mail to:

St. Paul & Ramsey County Domestic Abuse Intervention Project

394 Dayton Ave. St. Paul, MN 55102

OPEN UNTIL FILLED

(posted September 2022)

SPIP seeks applicants from underrepresented communities. We value diversity and encourage people from Black, Indigenous, Latinx, Asian/Pacific Islander, people of color, immigrant, lesbian, gay, bisexual, nonbinary and trans communities to apply. We encourage applicants of diverse age, gender, abilities, and religious/spiritual beliefs to apply.

Equal Opportunity Employer