

Position Title: Emergency Response Program (ERP) Specialist

Who We Are: CORA (Community Overcoming Relationship Abuse), the only agency in San Mateo County providing comprehensive crisis intervention and supportive services to survivors of domestic violence and their children. We seek an **Emergency Response Program (ERP) Specialist** to provide immediate intervention and advocacy to survivors of domestic violence and ongoing training and support to law enforcement to ensure quality service delivery.

The Position: The Emergency Response Program (ERP) Specialist should promote CORA's culture, building effective relationships both inside and outside the organization that inspire others to action. Knowledge and experience in trauma-informed domestic violence is a strong preference. The prospective candidate must share a passion for our mission, be an adaptable, self-reflective, empathetic team player with strong interpersonal skills, and have a desire to support the needs of survivors of intimate partner abuse. The ideal candidate will bring a sophisticated understanding of cultural competency, conflict resolution and demonstrate self-initiative and a genuine interest in professional and personal growth. This individual should also demonstrate interest and proven skill in implementing best practices.

Position Summary: The Emergency Response Program (ERP) Specialist will support quality assurance, data collection, and quality improvement activities for CORA's crisis intervention programs in collaboration with San Mateo County law enforcement agencies to ensure efficiency of systems that increase victim safety. This position requires a well-organized and self-directed individual capable of utilizing web-based systems and client databases for purposes of tracking and collating program statistics and outcomes. This position will also be responsible for providing crisis intervention, assessment, and supportive counseling to callers on the crisis line and supporting with ongoing training of law enforcement on the dynamics of domestic abuse and the San Mateo County Domestic Violence Protocols as they relate to services provided by CORA. The ERP Specialist works collaboratively with the ERP Liaison and other members of the Crisis Intervention Services team to provide crisis intervention services to survivors of domestic violence and abuse. This position requires a flexible schedule.

Primary Responsibilities:

- Provide education and ongoing training support to law enforcement agencies at department briefings and at the Police Academy in coordination with the ERP Liaison.
- Assist in maintaining relationships with all police departments within San Mateo County.
- Attend and co-facilitate quarterly Police Contact Meeting.
- Facilitate and coordinate ongoing ERP data collection and entry processes.
- Run standard and create customized reports using existing database and work with the ERP Liaison to problem-solve and interpret data.
- Ability to analyze data to ensure accuracy of statistics and identify opportunities to improve overall data quality and integrity.
- Respond to callers from hotline and housing departments. Provide crisis response and needs assessment services to callers.
- Respond to calls from law enforcement officers to offer immediate crisis intervention counseling by phone, to parties involved in 911 domestic violence or domestic disturbance calls.
- Assist callers in assessing their needs; provide safety planning, referrals to appropriate resources and services internally and externally, and information and education about domestic violence.

- Respond to calls from law enforcement seeking assistance and information for survivors.
- Make follow up calls to provide further counseling, referrals and education about domestic violence.
- Coordinate with the ERP Liaison to address the needs of Emergency Response Program (ERP) schedule and resolve problems as they occur.
- Identify specific training needs pertaining to each police department based on data analysis.
- Develop domestic violence resource materials for law enforcement.

Required Skills:

- BA degree in social work, psychology, counseling, or related field; or an equivalent combination of education and experience in the provision of social services.
- Experience working with survivors of domestic violence preferred, including completion of 40-hour domestic violence training. *Candidates who have not completed the training will be required to do so.*
- 1-2 years experience working with law enforcement or similar professions.
- Bilingual English/Spanish fluency strongly preferred but not required.
- Strong computer and database skills and literacy required.
- Strong public speaking skills. Experience developing presentations and presenting to large and small groups.
- Ability to work a flexible schedule to attend late night and early morning briefings and/or respond to crisis calls after-hours.
- Strong communication skills (oral/written), including ability to convey technical information effectively.
- Ability to manage time effectively and prioritize independently. Well organized with great attention to detail.
- Ability to provide culturally competent services and work with a diverse staff and clientele in an empathetic and non-judgmental manner.
- Must demonstrate acceptable level of maturity, emotional stability, and sound judgment to provide effective services to diverse populations.
- Excellent interpersonal skills and ability to function as a part of a team and work in collaboration with outside agencies.
- Ability to integrate feedback and utilize supervision.
- Valid CA driver's license, access to reliable transportation, and insurance required. Willingness to travel to multiple sites within San Mateo County.
- Background check, including fingerprinting clearance from the Department of Justice; Demonstrate eligibility to work in the United States.
- Familiarity with community-based services in San Mateo County preferred.

Reports to: Manager of Crisis Intervention Services

Benefits/Compensation: This is a full-time, non-exempt position. Hourly rate offered at \$23.50 hour. CORA offers excellent health benefits (medical, dental, vision, chiropractic), generous time-off policies (including 3 weeks of vacation in 1st year), LT disability, life insurance, and a matching retirement plan.

To Apply: Please email resume and cover letter to: jobs@corasupport.org.

Websites: www.corasupport.org and www.teenrelationships.org

CORA History and Overview

CORA has provided services to survivors of intimate partner abuse for nearly 40 years. Our programs include Crisis Intervention Services, including a 24-hour hotline, collaboration with law enforcement, emergency shelter options, and supportive counseling. Family Support Services provides mental health therapy, transitional housing for survivors and their children, and a children's program that provides supportive counseling, weekly art and literacy programs, and developmental support. CORA also provides education about domestic violence and legal assistance.

CORA is strengths-based, collaborative, accessible, and client-centered. We believe that everyone deserves to be treated with respect in their intimate relationships and, as such, we provide safety, support and healing to individuals who experience abuse in an intimate relationship and educate the community to break the cycle of domestic violence. Regardless of a survivor's race, class, gender, sexual orientation, or culture, we save lives and provide an opportunity to begin again.

CORA inspires work of the highest caliber and foster staff engagement through transparency and inclusion in agency decisions wherever possible. We also strive to ensure our policies and communications reflect an appreciation of the impact of social inequities, historical and current, and actively promote healthy relationships amongst staff by demonstrating mutual respect in all our communications.

CORA is proud to be an equal opportunity employer. We seek diversity with respect to race, color, age, sex, (including breastfeeding and medical conditions related to breastfeeding), religion (including religious dress or grooming practices), national origin, mental or physical disability, genetic characteristics and information, ancestry, marital status, family status, political belief, sexual orientation, gender (including gender identity and expression), medical condition, military, or veteran status or any other category or status protected by Federal, State or other applicable laws.

All applicants are welcome. Individuals who are bilingual, people of color, members of the LGBTQ community and/or survivors of domestic violence are strongly encouraged to apply. The position will remain open until filled.

No phone calls please.