

**OUR MISSION:** The YWCA of Lewiston–Clarkston is dedicated to empowering women, eliminating racism, and promoting peace, justice, freedom and dignity for all. It is committed to building a strong community by actively promoting the value of diversity and the right to a life free from violence, poverty, and oppression.

NAME:		DATE OF HIRE:	
JOB TITLE:	INFORMATION COORDINATOR		
SUPERVISOR:	DIRECTOR OF COMMUNITY ENGAGEMENT	STATUS:	Non-exempt

**POSITION SUMMARY**

Provide welcome and trauma-informed introduction to those entering the **ywca** during business hours. Maintain information support services to assist all programs in working together to meet the needs of clients, staff, programs, and agency efforts.

**DUTIES AND RESPONSIBILITIES**

**AREAS OF PRIMARY RESPONSIBILITY**

- Complete opening and closing procedures in a timely manner.
- Keep all records and files current and accurate, including cash receipts journal and staff meeting minutes.
- Donations - Receipt donations, balance donation journal, and assist with unloading donations.
- Accurately maintain current mailing, donor, and organizational databases.
- Bulk mailing of **ywca** newsletter and relevant mailing lists.
- Resource Guide - Organize bi-yearly information updates, publishing, orders, and sales payments.

**DIRECT CLIENT SERVICES**

- Provide crisis intervention in-person and by phone, using a trauma-informed approach.
- Make appropriate referrals (in-house and outside agencies) as needed to primary and secondary victims of crime and other individuals in crisis.
- Maintain absolute confidentiality regarding clients and services provided per mandatory reporting policy.

**PROGRAM**

- Maintain records required for grant compliance, statistical record keeping, and as needed to measure program success.
- Communicate effectively with supervisor regarding weekly activities, roadblocks and successes.
- Participate on staff committees for events and activities (awareness months, community events) as needed/determined.
- Attend all required staff meetings and trainings.

**ORGANIZATION**

- Commitment to the mission, values, and goals of the **ywca**.
- Promote positive public relations and community understanding of program services and activities.
- Research and submit information to the grant team on pertinent funding sources.
- Other duties as assigned to ensure agency success.

**QUALIFICATIONS:**

- Excellent listening and communication skills, written and verbal.
- Ability to remain calm, make decisions, and use sound judgment under pressure, stress, and conflict.
- Excellent computer skills and knowledge of office procedures and equipment.
- Ability to work effectively with the public, volunteers, and staff.
- Ability to be self-directed and work as part of a team.
- High school diploma or equivalent plus four years relevant work experience.
- Hold valid driver’s license and insurance.
- Must be able to lift 40 pounds.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor signature: \_\_\_\_\_

Date: \_\_\_\_\_