

INSTITUTE FOR NONVIOLENCE CHICAGO

POSITION TITLE: Outreach & Intervention Coordinator

REPORTS TO: Vice President of Operations

The Institute for Nonviolence Chicago's mission is to end the cycle of violence using Dr. Martin Luther King, Jr.'s principles and teachings of nonviolence. Informed by a philosophy of nonviolence, Nonviolence Chicago will establish caring and sustained relationships with participants engaged in the cycle of violence. We will emphasize partnerships with community members, leaders, social service providers, and local law enforcement to reduce community levels of violence. We will help create a safer, healthier environment for young adults, youth, and their families. These general approaches will be specifically addressed using for major methods: Community Violence Intervention (CVI) / Street Outreach, Individualized Service Provision, Victim Support Services, and Nonviolence Training.

About the SC2 Collaborative

The Institute for Nonviolence Chicago (INVC) is serving as the hub for the SC2 initiative in the Austin community. The SC2 Austin Collaborative came together to begin scaling their promising programs throughout Austin to achieve community-level violence reduction by scaling up services to individuals at highest risk of violence. This unprecedented level of coordination, alignment, and investment in direct service provision to the highest risk individuals will not only provide lessons for local replication but may also serve as a model that can be deployed in other cities across the nation. INVC is also participating in SC2 initiatives in the Greater Garfield area as well as Back of the Yards.

POSITION OVERVIEW: The Outreach & Intervention Coordinator is dedicated to achieving positive outreach participant outcomes by ensuring seamless service delivery for participants by collaborating daily with outreach workers, identifying gaps in deliverables and making recommendations for improvement. The Coordinator will support new participants identified through the SC2 initiative in particular and will also play a key role in the implementation and sustainability of the base team model within outreach. The Coordinator is also involved in the day-to-day operations of the outreach department, supports efforts of outreach workers to deepen relationships with all participants, and ensures the work done in Austin and West Garfield Park is translated into meaningful, accurate data collection and reporting. The Coordinator works directly with participants, as needed.

The ideal candidate for this position is a detail oriented and proactive person who can collaborate and build relationships with a diverse staff. This position requires flexibility and the ability to thrive in an evolving environment. The Coordinator leads with a trauma-informed lens and maintains a deep commitment to the mission of INVC and the field of community violence intervention.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

- Support new participants identified through the SC2 initiative in Austin and West Garfield Park by:

- Work directly with outreach staff to make sure identified participants meet the criteria for high-risk, are in line with target groups identified by the SC2 Dashboard working group and are tracked appropriately in internal data system
 - Monitor participant progress to make sure that SC2 participants are receiving substantial and meaningful touch points with their outreach worker
 - Identify opportunities for SC2 participants to be referred to additional resources within the Collaborative and work directly with the SC2 Care Coordinator to execute those referrals
 - Recognize the signs of trauma and collaborate with outreach staff to support participant access to behavioral health services, such as group CBI classes or individual clinical sessions
 - Make sure that appropriate actions are taken to support justice-involved participants, such as knowing which participants have an active case and/or are on Electronic Monitoring, tracking participant court dates to make sure INVC staff are present whenever possible and monitoring participant release dates
- Meet consistently with staff and supervisors to review outreach worker caseloads, identify gaps and meaningful ways to support participant goals, and make sure information articulated aligns with data collection
 - Oversee the implementation and sustainability of the base team model within outreach
 - Maintain basic knowledge of participant caseloads and draw connections between neighborhood events, such as Light in the Night and pop-ups, and opportunities for participant engagement
 - Support the day-to-day office flow of the outreach department, such as (but not limited to) monitoring upcoming deadlines, facilitating staff participation in internal and external trainings, processing required paperwork, and troubleshoot unique situations as they arise
 - Develop and maintain tools to track outreach participant progress over time and make recommendations for improvement on to measure participant success
 - Collaborate with colleagues in the finance department to make sure that grant deliverables are being met, and collaborate with colleagues in data department to make sure those deliverables are being communicated in regular reporting
 - Collaborate with VP of Operations to make sure that efforts to improve outreach participant outcomes by meeting participants where they are at and deepening relationships are in line with INVC's strategic plan and efforts at consistent service delivery
 - Audit online data system regularly to make sure that participant status' and other key fields are current and reflect efforts to "go deeper" with outreach participant engagement
 - Support the growth and development of the staff within the outreach department
 - Assist with the development and implementation of quality assurance/quality improvement and make sure it is applied evenly across neighborhoods

QUALIFICATIONS:

- Bachelor's degree in human services field (ie. sociology, social work, etc.); master's degree preferred.
- At least five years (5) year's professional experience preferably in the non-profit, foundation or government sector

- Excellent computer skills and experience working closely with Microsoft Excel
- Ability to navigate ambiguity and be a strong self-starter; generate original ideas and to solve complex problems.
- Demonstrated commitment to professional development and to bettering yourself
- Familiarity with Chicago neighborhoods and the fundamental drivers of violence
- Ability to take initiative, work as a self-starter and lead by example
- Ability and commitment to maintain high level of confidentiality
- Demonstrated experience serving as a problem-solver in a complex environment
- Excellent verbal communication skills, and ability to communicate effectively in writing
- Willingness to learn and commit to the principles of nonviolence, restorative justice and trauma-informed practices
- No pending criminal cases or prior convictions for sexual assault, child abuse or domestic violence
- Valid Illinois driver's license, insurance, and good driving record

SALARY/BENEFITS:

Competitive/commensurate with experience and other qualifications. Competitive benefits package available, including Health, Life, and 401K. Employment with INVC requires proof of vaccination or an approved medical exemption.

To apply, please send a cover letter along with your resume to [hiring@nonviolencechicago.org](mailto: hiring@nonviolencechicago.org).

Institute for Nonviolence Chicago -- EEO Statement

Institute for Nonviolence Chicago provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Institute for Nonviolence Chicago complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.