

YWCA of Annapolis & Anne Arundel County

Job Title: Education Advocate	Job Code: TBD
Department: Education	Job Grade: TBD
Revision Date: 07/13/22	Fair Labor Standards Act (FLSA): Full time; Exempt

Position Overview

The Education Advocate supports the Director of Education in three main areas:

- Community Engagement Program (education & outreach efforts)
- Education Program for residents of the Weinberg Safe House
- Volunteer Program

The position is based out of the YWCA Administrative building, with significant time and work at the Education & Wellness Center and the Weinberg Safe House. The role often serves as a liaison between the Education and Residential Departments to facilitate client success and program completion, thus requiring ongoing collaboration.

Essential Job Functions

- **Community Engagement Program**
 - Assist the Director of Education in developing and expanding community engagement efforts, collaborating with other departments and YWCA stakeholders in refining and enhancing the numerous outreach presentations
 - Assist the Director of Education in planning a strategic, intentional expansion of outreach services, developing a master plan for presentations to reach targets of underserved communities of Anne Arundel County
 - Attend to the coordination, scheduling, and logistical demands of community engagement events, including maintaining an adequate supply of print materials, equipment, etc.
 - Participate in and/or lead community engagement presentations to community groups and partner organizations, attend community-focused events, staff tables, etc. – *i.e.*, put the community engagement program into action to educate others on the issues of intimate partner violence, sexual assault, and healthy relationships, while ensuring awareness of and access to the services of the YWCA

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- Complete follow-up measures and documentation following community engagement events – communications, provision of additional information, nurturing new contacts, making connections with other YWCA staff as appropriate for services or partnering, and similar tasks
- Conduct evaluations and other metrics or feedback mechanisms to inform continual improvement of the Community Engagement Program
- Capture all pertinent community engagement data, including evaluation metrics, in the YWCA's electronic records system (Apricot, by Social Solutions)
- Develop and foster a network of relationships and partnerships with other local service organizations and community partner resources

- **Education Program**
 - Assist the Director of Education in planning, scheduling, and implementing the Education Program (conduct orientation sessions, classes, and one-on-one sessions for residents, as well as host “graduation” events)
 - Assist with the logistics of the Education Program, including ensuring food and supplies are on hand
 - Assist the Director of Education in evaluating, reviewing, refining, and enhancing the Education program curriculum and presentation platforms
 - Proficiently navigate of Microsoft Office Suite, Google Classroom and other Google apps to support Education Program functions and recordkeeping
 - Capture all pertinent education program data in the YWCA's electronic records system (Apricot, by Social Solutions)
 - Assist the Director of Education in funder reporting requirements
 - Assist the Director of Education in analyzing evaluation and feedback surveys to inform continuous program improvement efforts
 - Coordinate and collaborate with Weinberg Safe House management and staff to support client goals and success in the Education Program
 - Meet weekly with case management team to monitor/manage client initiatives
 - Support and foster relationships with partner organizations such as AACC and AAWDC (for workforce development) and AACPS (particularly for the future Youth Residence)
 - Perform light housekeeping and minor maintenance duties to maintain the appearance and functionality of the Education & Wellness Center
 - Support the Yoga for Healing and similar short-term programs to support wellness for Weinberg residence clients (for 2022, this includes once/month Saturday work obligations)

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- **Volunteer Program**

- Support the Education Director and/or the Administrative Coordinator, as needed, in onboarding, communicating, and/or attending to volunteers for the YWCA. This involves extensive communication, follow-up, coordination, and data tracking, including coordinating interviews with appropriate Directors
- Update materials and documentation central to the Volunteer Program such as the Volunteer Handbook and the Volunteer Program Operating Manual; this may include YWCA website content
- Conduct Volunteer Program Information Sessions, Orientation Sessions, or similar events as part of the onboarding process or volunteer support / appreciation efforts. This occasionally involves evening hours
- Support the Education Director with the YWCA Annual Meeting, including the awards program component as it applies to volunteers
- Support the Education Director in maintaining effective database / tracking system of volunteer contacts, onboarding status, assignments, and employ a system to collect monthly data on volunteer hours (including interns) for reporting and evaluation purposes
- Conduct satisfaction surveys and exit surveys of volunteers
- Review data and identify any trending information, outlines plan to expand upon areas of strength, and improve in areas where appropriate

Additional Duties

- As needed, support the Director of Education and/or the Administrative Coordinator in the management of the organization's training/orientation program for YWCA team (staff) members. This includes coordination of internal onboarding/agency orientation, as well as external training such as ongoing first aid/CPR/AED/etc., emergency response training, and tracking of required off-site training (MNADV/MCASA).
- Support efforts related to development and execution of an orientation and onboarding program for new staff and potential board members (aka, the Centennial Society)
- Participate in regular supervision with the Director of Education
- Attend staff meetings and trainings as scheduled
- Maintain confidentiality per COMAR and agency guidelines

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Requirements

- Bachelor's degree in fields of education, social services, or similar
- Two (2) years of progressively responsible work experience in the areas of education, social and/or victim services, service coordination
- Specific experience in non-profit agencies and trauma-informed care highly preferred
- Experience working with nontraditional students
- Experience working with individuals in crisis / trauma-impacted
- Additional training/education preferred includes grant research and writing skills, program development and implementation skills, and developing tools/publications related to education and/or community engagement (including online or social media presence)
- Public speaking skills - experienced, comfortable, effective
- Clear, concise, error free writing skills
- Timeliness, dependability
- Accountability for quality work
- Ability to work independently with sound judgment
- Positive attitude and proactive when addressing a misunderstanding (respectfully direct)
- Flexibility in schedule (the position is generally scheduled 8:30 am – 5 pm, but the organization operates 24/7 and assistance may be required from time to time as the need arises)
- Ability to bend and lift 40 pounds
- Availability of a vehicle and a current driver's license
- Commitment to the mission and vision of the YWCA of Annapolis & Anne Arundel County, with genuine concern for the betterment of circumstances of others while growing and improving the organization and resources available to clients
- Clear background check and positive professional references

The YWCA provides a progressive, engaging, and growth oriented environment in which team members, clients, and volunteers are inspired to advance.

NOTE: This position description is not intended to be all-inclusive. Team Member may perform other related duties as negotiated to meet the ongoing needs of the organization.

Signature: _____ Date: _____