



*Bangor Office: PO Box 653
Bangor, ME 04402
(207) 945-5102*

*Dover-Foxcroft Office: PO Box 192
Dover-Foxcroft, ME 04426
(207) 564-8166*

Partners for Peace, the domestic violence resource center serving Penobscot and Piscataquis Counties, invites applications for the position of Helpline Coordinator. This position requires a highly motivated and professional individual with great empathy and excellent organization and communication skills.

Open Positions: Helpline Coordinator

Classification: Non-Exempt

Work Hours: 40 hour work week between the hours of 8am-5pm and predictable overnight and weekend work related to the 24-hour helpline

Location: Bangor

Travel: Frequent travel required

Pay: \$38,000-41,000 annually, depending on experience and generous benefits including health, dental and vision, an employer-sponsored Flexible Spending and Health Savings Account, paid time off benefits, including 13 paid holidays annually.

Training: Significant training is required upon hire including 45-60 hours of internal training (Core Comprehensive Advocacy, Intervention, Response, and Ethics Training)

Partners for Peace Mission & Vision

At Partners for Peace (PFP), it is our mission is to engage individuals and the community to end domestic violence in Penobscot and Piscataquis Counties. We provide support, advocacy and safety planning to anyone affected by domestic abuse. We foster safe and healthy relationships through prevention, education and training. Together with our community we recognize the nature of abuse, respond to it, and change the conditions which lead to it.

We believe that every person deserves to live in peace and equality, and that just and respectful relationships can change the world.

Core Job Responsibilities include providing direct service to survivors of domestic abuse, sexual assault in relationships, dating violence and stalking on the 24-hour helpline, at court, in support groups, and in the hospital setting; working to enhance current, and develop new relationships with community partners (including law enforcement, courts, social service and healthcare providers, and religious leaders); collaborating with community leaders to develop and implement education, awareness, intervention and engagement strategies.



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The **Helpline Coordinator** is responsible for coordinating the Partners for Peace 24-Hour Helpline Program, including program development, assessment, and evaluation. This position engages in several weekly helpline shifts and provides support and mentorship to the 35-40 staff and volunteers who also engage in helpline work with survivors of domestic abuse. This position supervises 2-4 staff and interns directly. The Helpline Coordinator sets the helpline schedule and ensures consistent and timely completion of helpline surveys and data. This position is responsible for the overall quality assurance of the 24-Hour Helpline Program and assists in the training of new staff and volunteer helpline workers.

Ideal candidates will have:

- a) Bachelor's Degree preferred or relevant (work or life) experience
- b) Ability to effectively coordinate long-term projects while managing day to day tasks
- c) Demonstrated ability to communicate and engage effectively, respectfully, and professionally
- d) Enthusiasm for engaging with diverse populations and marginalized communities
- e) Understanding of the impact of community systems and institutions have on people affected by domestic violence
- f) Sensitivity and knowledge of the impacts of trauma and the dynamics of domestic violence, partner/dating abuse, sexual assault in relationships, stalking, and human trafficking, or willingness to learn
- g) Ability to maintain and preserve confidentiality
- h) Ability to enter data and units of service accurately and in a timely manner
- i) Experience with a variety of software applications including, but not limited to data programs, Microsoft Word, Excel, and Office 365 programs

Please submit 1. **Resume** and 2. **Cover Letter** including views on domestic abuse to the following address: Hiring Committee, Partners for Peace P.O. Box 653 Bangor, ME 04402-0653 Or Via Email: hiring@partnersforpeaceme.org; Positions will remain open until filled. No telephone calls, please. Submissions received without all requested documents will not be considered. Job description will be made available at time of interview.

Partners for Peace is an Equal Opportunity Employer, 2021



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Partners for Peace proudly celebrates all unique identities including, but not limited to; Black and Indigenous people and all people of color; women (trans and cis), intersex people, non-binary people, and men (trans and cis); young people and elders; poor and working-class people; people with disabilities; people with chronic mental health conditions; lesbian, gay, bisexual, asexual, pansexual people, and all others under the Q+ umbrella; monogamous and polyamorous people; immigrants and people with limited or no English proficiency; housed or unhoused people; and people of all faiths and traditions, no matter wealth, ability, intellect, sobriety, social status, or appearance. We acknowledge that this list is not all inclusive and will change as our knowledge grows.