

Outreach & Training Assistant

Department: Programs

Reports to: Associate Director of Outreach & Training

Terms: Part-time, remote position

Pay Rate: \$20/hr. — monthly stipend for internet and cell phone use

About Us:

For 30 years, A Window Between Worlds' (AWBW) mission is to empower individuals and communities impacted by violence and trauma through a transformative healing arts program, *Windows*. AWBW views art as a catalyst to release trauma, build resilience, and ignite social change. When individuals are invited to create art in a safe space where thoughts, feelings, and needs can be heard and respected, they replace violence and shame with safety and hope. AWBW trains and supports staff at over 240 partner agencies throughout 31 states and 4 countries in facilitating our healing arts curriculum. Learn more about us at awbw.org.

About You:

The Outreach & Training Assistant supports the Program Department with outreach, documentation, and support for our two-day and on-demand training offerings.

Main Duties and Responsibilities:

- Data entry and routine upkeep of records on FileMaker, CMS, and Google suite
- Receive and follow up with program partners including but not limited to upkeeping records in server, document in FileMaker, and Google Suite
- Field and document training interest, registration, and questions via email and phone
- Process, document and follow up regarding training applications, registration, coordinate and document payments, and add relevant information to FileMaker, CMS, server, and Google Suite
- Support with gathering quotes, stories, and images required by training scholarship recipients
- Communication to facilitators and potential program partners/coalitions via email and phone
- Email and phone outreach to facilitators and potential new partners re: upcoming trainings
- Assist in developing marketing and outreach strategies for trainings

Desired Qualifications & Skills:

- Personal qualities of integrity, credibility, and a commitment to and passion for AWBW's mission
- Bilingual preferred (English and Spanish)
- Access to personal cell phone for outreach and facilitator support
- Ability to maintain consistent, reliable access to personal computer and Internet
- Attend regular virtual meetings with supervisor and other staff as needed
- Work accurately and independently in a remote setting
- Flexible, patient, and collaborative working style
- Confidence in public speaking and engagement via phone, virtually, and in person
- Experience with FileMaker, Google Suite, Constant Contact, and digital marketing
- Ability to successfully juggle multiple tasks simultaneously
- Self-motivator and self-starter
- Knowledge of trauma and how it affects individuals, families, and communities
- Direct client service experience, particularly with trauma survivors
- Experience working within an organization that practices trauma-informed care
- High level of cultural humility, self-awareness, emotional intelligence, organizational skills, and ability to accept constructive feedback
- Values and upholds diversity, equity, inclusion, anti-racism, racial, and gender equity practices

To apply:

Email careers@awbw.org with the items listed below in a single PDF attachment. Applications will be reviewed on a rolling basis until the position is filled.

- **Resume**
- **Cover Letter**
- **Three references** including names, professional affiliations, email addresses, and phone numbers. References will not be checked until the finalist stage. Candidates will be given an opportunity to notify their references in advance.
- **Responses to following:**
 - What resonated with you when you read about this role?
 - Provide a few examples of how your past experiences/accomplishments can support you in this role.
 - How do you incorporate diversity, equity, and inclusion into the work that you do/have done?
 - Describe your understanding of trauma and trauma-informed care. How have you incorporated your knowledge into your professional life?

Equal Opportunity Employment Policy:

It is the policy of A Window Between Worlds to treat all applicants and employees fairly without regard to race, color, creed, religion, sex, gender, national origin, age, disability, HIV/AIDS, veteran's status, sexual or affectional orientation, status with regard to public assistance, marital status, or class origins. The policy extends to all aspects of the application process and employment.