

Women Helping Women Job Description

Title: Hospital Response Program Supervisor

Definition: Provides supervision to hospital advocates who are providing survivor services. Hospital advocates provide 24-hour response to hospitals where survivors are reporting incidents of Domestic Violence, Sexual Assault, and Human-Trafficking. The Hospital Response Program Supervisor is responsible for ensuring that seamless delivery of service occurs to meet the needs of all survivors; regardless of age, marital status, gender, sexual orientation, religion, and race. The Hospital Response Program Supervisor may also provide crisis intervention, support, referral of services, and advocacy to survivors. The Hospital Response Program Supervisor will work consistently within the mission, vision, and values of the Agency.

Qualifications: BA/BS or equivalent college degree in Human Services related field, 1 year experience in field (SA/DV crisis intervention with survivors) required. Experience may be substituted for college degree. Computer literacy (MS Office, databases, email, etc.) preferred. Passion for the Women Helping Women mission and ability to handle confidential information discretely is required.

RESPONSIBILITIES AND EXPECTATIONS

Program Related

- Develops, implements, and continuously improves or evolves program goals.
- Demonstrates awareness of program and client needs when providing services or referrals.
- Promotes teamwork, collaboration, and cohesiveness.
- Provides services and performs duties in a manner which is consistent with Agency philosophy.
- Available to supervise any of the 3 hospital response teams located in Clermont, Butler, and Hamilton County.

Administrative Functions

- Review database entries and documentation of all hospital response calls.
- Review, sign, and submit mileage and timesheets for self and for advocates.
- Accurately documents time off per agency policy.
- Reviews policies/forms and evaluates procedures, as appropriate.

Direct Supervision of Staff

- Provides general management and oversight to ensure success of agency and mission.
- Efficiently uses resources allocated for survivor support.
- Creates and manages schedules and fills in as an advocate, if necessary.
- Recruit, hire, train, and supervise Hospital Response advocates
- Conduct supervision meetings with staff
- Keep Program Director informed of any program or staff-related issues; Responsible for disciplinary action and termination of staff, if necessary.
- Reviews existing hiring criteria, develops interview questions, and conducts interviews in order to expand advocate team.
- Provides performance management, coaching, reviews, and other performance documentation.

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Community Involvement

- Establish and maintain working relationships with hospital management and personnel.
- Consistently advances the Agency and promotes positive public relations.
- Exercises discretion when representing the Agency and maintains confidentiality in interactions within community, as appropriate.
- Affirms the value of diversity, inclusion, and equity.

Other

- Accountability: Director of Hotline and Hospital Services
- Hours: Full-Time/Shift Rotation
- Benefits: As stated in the current Human Resources Policies
- Compensation: \$45,760 annually
- Location: Work from home/remote; may require occasional time in office

Women Helping Women complies with applicable laws requiring reasonable accommodations for individuals with disabilities.