

Women Helping Women

JOB DESCRIPTION

POSITION TITLE: Daytime Hotline Supervisor

FUNCTION: Provides staff supervision of survivor service delivery to Daytime Hotline Advocates. The Daytime Hotline Supervisor is responsible for ensuring that a seamless system of service delivery occurs to meet the needs of diverse survivors, which means the Supervisor will also provide direct service delivery. The Supervisor is also responsible for developing and maintaining strong partnerships with community systems and leaders (law enforcement, hospitals, victim service agencies, etc.) to address critical responses for survivors of dating violence, domestic/intimate partner violence, sexual assault and stalking.

QUALIFICATIONS: 2+ years preferred experience. Demonstrated experience in and passion for delivering effective services to diverse populations/audiences and experience in gender-based violence field. Excellent organizational and interpersonal skills. Ability to work independently and with others as a team member and a strong representative of the agency's brand. Proficiency with Microsoft Office Suite. Passionate about WHW's mission. Ability to handle confidential information discretely.

KEY AREAS OF RESPONSIBILITY:

- Provide critically needed intervention services including crisis intervention, hospital accompaniment, holistic advocacy, etc., for survivors of sexual assault and intimate partner violence
- Recruit, hire, train and manage Day Time Hotline Advocates
- Create and maintain scheduling for consistent coverage needs
- Provides general management and oversight of programs to ensure quality services to clients and efficient use of resources
- Demonstrates awareness of other agency programs and program goals; actively promotes teamwork, collaboration and cohesiveness
- Build rapport and maintain relationships with local hospital staff, law enforcement, prosecutors, mental health providers and additional community partners
- Oversees the collection of data regarding services provided to be used for agency program statistics, client satisfaction and outcome measurements and to ensure quality services
- Manages and collects all paperwork including timesheets and mileage reimbursements
- Plans and conducts monthly meetings
- Conducts performance evaluation and advises on performance improvement plans as necessary

Community Leadership

- Consistently advances the Agency and promotes positive public relations
- Effectively builds relationships and partners with community entities

- Exercises discretion when representing the Agency and maintains confidentiality in interactions within community as appropriate
- Promotes teamwork and cohesiveness with WHW's positive work culture
- Affirms the value of diversity, and is respectful of others in regards to/does not discriminate based on gender, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee statuses, and sexual orientation.

OTHER REQUIREMENTS:

- To facilitate Agency effectiveness, may be expected to take on other duties assigned.
- Reliable and consistent access to an internet connection
- Ability to create and maintain a confidential space for the entirety of the shift

Direct Supervision of Staff and Volunteers: 2+

ACCOUNTABILITY: Director of Hotline and Hospital Services

TIME COMMITMENT: Full-time/Monday Thru Friday/8:30am-5:00pm

TRAVEL: This position is 100% remote/Work from home

PAY BASIS: Hourly

BENEFITS: As stated in the current Employee Handbook

CONFIDENTIALITY: May be involved in confidential personnel, and interagency issues. Responsible for client confidentiality.

WHW is an equality and equity opportunity employer. WHW believes in equity and inclusion and welcomes diversity of experience and expression at the Agency in recruitment, hiring, training, compensation and promotion of diverse talent.