

## **WOMEN HELPING WOMEN: JOB DESCRIPTION**

**TITLE:** After-Hours Hotline Supervisor

**DEFINITION:** The After-Hours Hotline Supervisor is responsible for providing staff supervision of survivor service delivery to After-Hours Advocates. The After-Hours Supervisor is responsible for ensuring that seamless delivery of service occurs to meet the needs of diverse survivors. The Supervisor will also provide direct service delivery to survivors. The After-Hours Supervisor also may provide crisis intervention and support, advocacy, support, information, and referrals to survivors of sexual assault, domestic violence, and stalking. This includes telephone, written, hospital, Court, face-to-face, and support group advocacy. The After-Hours Supervisor is also responsible for developing and maintaining strong partnerships with community systems and leaders to address critical responses for survivors of domestic violence, sexual assault, and stalking. The After-Hours Supervisor will work consistently within the mission, vision, and values of the agency.

**QUALIFICATIONS:** BA/BS or equivalent college credit in Human Service Related field preferred. Experience may be substituted for college degree. 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 WHWs mission. Ability to handle confidential information discretely.

### **RESPONSIBILITIES & EXPECTATIONS:**

#### **Program Related**

- Provide input to development, implementation, and continuous improvement of program goals and work with Program Director to enhance hotline operations
- Demonstrate awareness of program and/or client needs when providing services.
- Demonstrate awareness of other agency programs and program goals; actively promote teamwork, collaboration, and cohesiveness.
- Provide services and/or perform duties in a manner which is consistent with agency philosophy. All performance with respect to all individuals - both within and outside of the agency - is conducted in a manner which affirms the value of diversity and which is respectful of others in regards to gender, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee status, and sexual orientation
- Provide critically needed intervention services including crisis intervention, hospital accompaniment, etc., for survivors of sexual assault and intimate partner violence

#### **Administrative Functions**

- Review After-Hours staff documentation and provide feedback/coaching when necessary

- Manage and collect advocate paperwork including staff timesheets, mileage forms, and training certificates. Ensure staff accurately document time and time off per agency policy.
- Participate in the on-going process of evaluation and revising policies, procedures, and forms as appropriate. Collect data regarding services provided to be used for agency program statistics, client satisfaction, and outcome measurements to ensure quality services.

### **Direct Supervision of Staff**

- Provides general management and oversight to After-Hours advocates to ensure success of staff and Agency and efficient use of resources
- Create and manage schedules
- Filling in as a hotline advocate as necessary
- Recruit, hire, train, and supervise After-Hours Advocates.
- Review existing on-boarding processes and recommending new hiring criteria, developing interview questions, and interviewing candidates.
- Conduct supervision meetings with staff, keeping Program Director informed of program or staff related issues. Responsible for disciplinary action and termination of staff should this become necessary.
- Performance Management (goal setting, ongoing performance feedback/coaching, reviews, development support, documentation as needed)
- Plan and conduct monthly staff meetings for after-hours staff

### **Community Leadership**

- Consistently advances the Agency and promotes positive public relations
- Effectively builds relationships and maintains relationships with community agencies
- 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 status, and sexual orientation.
- Attend and actively participate in monthly supervisor meetings. Promote teamwork, collaboration, and cohesiveness.

**Other Requirements:** To facilitate Agency effectiveness, may be expected to take on other duties assigned.

**ACCOUNTABILITY:** Director of Hotline and Hospital Services

**HOURS:** Full-time; On-call hours required, Weekends, Holidays, and Evenings required; Weekday on-call hours 12am-8am and 4pm-12am; Weekend on-call hours Friday 4pm-12am, Saturday 12am-Monday 12am; Weekday hours Tuesday—Friday 7am—5:30pm

**BENEFITS:** As stated in the current Human Resources Policies Handbook