



## **HOTLINE SERVICES (CSVA) TRAINING COORDINATOR**

**REPORTS TO:** Supervisor Of Hotline Services

**DEPARTMENT:** healingSpace

**STATUS:** Part-Time

**SALARY RANGE:** \$23.00 per hour

### **ORGANIZATION HISTORY AND IMPACT**

YWCA Northern New Jersey [NNJ] is on a mission to eliminate racism, empower women, stand up for social justice, help families, and strengthen communities. We are one of the oldest and largest women's organizations in the nation, serving over two million women, girls, and their families.

YWCA NNJ has been at the forefront of the most pressing social movements for 160 years — from voting rights to civil rights, from affordable housing to pay equity, from violence prevention to health care reform. Today, we combine programming and advocacy in order to generate institutional change in three key areas: racial justice and civil rights, empowerment and economic advancement of women and girls, and health and safety of women and girls.

### **JOB SUMMARY**

The Hotline Services Training Coordinator will support volunteer, education, prevention, and management efforts including: volunteer recruitment; volunteer retention, recognition and scheduling of hotline, accompaniment, and supervisor shifts (see staff supervisor/accompaniment job description); the planning, facilitation, and maintenance of initial and ongoing training; This position provides coverage as an on-call advocate.

## **RESPONSIBILITIES**

- Schedule and act as main facilitator of 40+ Hour Confidential Sexual Violence Advocate Training as directed by Supervisor of Hotline Services
- Assist Supervisor of Hotline Services with functions relating to healingSPACE chat/text features
- Assists with and/or initiate the coordination and facilitation of monthly CSVAs meetings to increase volunteer retention.
- Assists with data entry related to the 24-hour hotline and accompaniments.
- Maintain up-to-date training materials for community education efforts related to sexual violence, support, prevention, advocacy, and counseling.
- Provide crisis intervention; provide on-call coverage for the hotline and virtual and/or in-person accompaniments, including scheduled overnight coverage.
- Assist with 24-hour hotline coverage and accompaniments to local hospitals for SART activations; Weekend availability is required.
- Serve as on-call coverage to assist with matters that may arise from outside vendors (RAINN, iCarol)
- Collaborate with Supervisor of Hotline Services in matters related to self-harm, danger to others, or child abuse to assess need and ensure hotline advocates follows appropriate policy and procedures.
- Maintain and update volunteer files, onboarding paperwork and agency forms as required.
- Respond to callers on the hotline by providing crisis intervention, emotional support, information and/or referral.
- Perform general administrative support such as answering program correspondence, generating reports, entering client data from hotline/accompaniment shifts and other outreach and prevention activities.
- Adhere to agency policies and work rules, including confidentiality and code of ethics.
- Participate in agency staff meetings and other team meetings as required by department director.
- Attend healingSPACE and YWCA trainings and continuing education activities as requested.

- Must be able to work independently, along with the ability to work well with others in all healingSPACE/YWCA departments.
- Other duties as assigned by Supervisor of Hotline Services and Program Director.

**Licensing and/or Certifications:**

- Will be required to complete and maintain credentials as a Confidential Sexual Violence Advocate (CSVA) for New Jersey

**PROFESSIONAL QUALIFICATIONS**

- Bachelor’s degree in a social science discipline such as Social Work, Women’s & Gender Studies, Sociology, Psychology, Human Services or related field
- Valid New Jersey Driver’s License and willingness to travel as needed.
- Experience providing crisis intervention services and victim services preferably within sexual violence.
- Demonstrated effectiveness in communicating ideas clearly, both verbally and in writing.
- Experience providing assistance to survivors of sexual violence either individually or as a member of a collaborative infrastructure such as a community or college based SART team.
- Has or acquires basic knowledge of YWCA computer system and programs.
- Demonstrates maturity and professionalism; ability to handle sensitive and confidential situations with discretion.
- Experience working with volunteers and people from diverse backgrounds.
- Demonstration of cultural awareness, sensitivity, and competency.
- Commitment to serving all clients in a manner which facilitates healing and empowerment.
- Commitment to the YWCA and healingSPACE missions.

**Physical Requirements:**

- This position spends considerable time doing phone and computer data entry work.
- Must be able to travel to different locations as described below.

**Travel:**

This position requires travel within the community it serves, and to accompany survivors to the hospital, court hearings or other locations. Must be willing to travel within New Jersey as needed. Must have access to transportation for scheduled and impromptu accompaniments.

**BENEFITS**

- Flexible Work Hours and Hybrid Work Model
- Professional Work Environment
- Mission Driven Organization
- Earned Sick Time

YWCA is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

YWCA Northern New Jersey is an Equal Opportunity Employer committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, and service partners. Therefore, YWCA Northern New Jersey does not discriminate against applicants or employees because of their age, color, disability, ethnicity, gender, gender identity or expression, marital status, citizenship, national origin or ancestry, race, religion, sexual orientation, genetic information, domestic violence victim status, familial status, military or veteran status or on any other basis prohibited by law.

**Please submit resumes to:** [ywjobopportunities@ywcannj.org](mailto:ywjobopportunities@ywcannj.org). Only qualified applicants considered for the position will be contacted. Thank you for your interest.