

YWCA Northern New Jersey  
Job Description

**Job Title:** Supervisor of Hotline Services

**Status:** Full-Time

**Supervisor's Title:** Program Director

**Department:** HealingSPACE

**Salary Range:** \$47,000 – \$57,000 per year

**To Be Completed by Human Resources**

**Job Code:**

**Grade:**

**FLSA Status:** Non-Exempt

**Job Summary**

The Supervisor of Hotline Services will support the day-to-day operations of the hotline department. Responsibilities include: volunteer recruitment; volunteer retention, recognition and scheduling of hotline and accompaniment shifts; planning, facilitation, and maintenance of initial and ongoing training; and on-call advocate coverage, as needed.

**Key Responsibilities**

***This job description is not intended to be an exhaustive list of all responsibilities, duties and skills required to perform this job, the rather describes the essential functions/responsibilities of the job. Other duties may be assigned as required.***

- Maintain day to day operations and services of the Hotline Department.
- Supervise Hotline department staff, interns, volunteers, and Confidential Sexual Violence Advocates.
- Maintain database for tracking volunteer hours, hotline/advocacy services.
- Track performance outcomes for grants that fund volunteer and hotline services.
- Participate in agency grant and contract reporting as directed by supervisor.
- Recruit, train, and retain volunteers, advocates for hotline services such as accompaniments, phone, and chat.
- Collaborate with the Program Director, Supervisor of Clinical Services, and Human Resources in facilitating background and reference checks on interns, volunteers, and advocates.
- Collaborate with the Supervisor of Clinical 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.
- In coordination with the Supervisor of Clinical Services, ensure volunteers and all staff complete required supervised practicum to be fully credentialed to serve as Confidential Sexual Violence Advocates
- Coordinate and supervise volunteer meetings, training, shift scheduling and other

prevention and outreach activities involving healingSPACE volunteers.

- Update the CSVA & volunteer application packet and basic position availability as needed.
- Collaborate with Program Director to schedule and plan annual volunteer recognition event.
- Respond to callers on the hotline and business phone by providing crisis intervention, emotional support, information and/or referral.
- Provide in-person and tele-health crisis intervention; provide on-call coverage for the hotline and accompaniments.
- Performs general administrative support such as answering program correspondence, generating reports, entering client data from hotline/accompaniment shifts and other outreach and prevention activities. Maintain files and agency forms as required.
- 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 supervisor.
- Attend healingSPACE and YWCA trainings and continuing education activities as assigned.
- Other duties as assigned by Program Director.

## **Qualifications**

### **Education/Experience:**

- Master's preferred in a social science discipline such as Social Work, Women's & Gender Studies, Sociology, Psychology, Human Services or related field.
- Experience in program management and reporting and managing volunteers.
- Experience working with survivors of sexual assault and people from diverse backgrounds.
- Valid New Jersey Driver's License and willingness to travel as needed.
- Commitment to serving all clients in a manner which facilitates healing and empowerment.
- Commitment to the YWCA and healingSPACE missions.

### **Licensing and/or Certifications:**

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

### **Knowledge:**

Bilingual Spanish/English preferred, particularly spoken.

### **Skills and Abilities:**

- 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. Crisis intervention experience.
- Demonstration of cultural awareness, sensitivity, and humility.
- Has or acquires basic knowledge of YWCA computer system (Windows, Microsoft Office, , Apricot).
- Demonstrated maturity and professionalism; ability to handle sensitive and confidential situations with discretion.

**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, (If applicable):**

This position may be required to travel within the communities it serves, and between YWCA Facilities; may also need to accompany survivor to hospital, court or other locations. Must be willing to travel within Northern New Jersey as needed.

\*Must be available to assist in covering the hotline on holidays when the office is closed.

\*May be required to attend conferences, seminars, or educational programs to further develop skills and maintain educational/professional credentials

**Benefits**

**What We Offer:**

- Flexible Work Schedule and Hybrid Work Model
- Medical, Dental, Vision, FSA
- 403 (b)
- Employee Benefits Perks Program
- Voluntary Benefits
- Learning & Development Opportunities
- Professional Work Environment
- Mission Driven Organization

**How To Apply**

**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.

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.