

## Job Description

### HOTLINE COORDINATOR

#### JOB SUMMARY

The Hotline Coordinator is a key member of the WILLOW DOMESTIC VIOLENCE CENTER team and is responsible for the day-to-day execution of Hotline services provided on the Hotline and ensuring that each caller receives all of the proper assistance and support they need when seeking supportive services through the Hotline Program. The Hotline Coordinator will provide all of the information and documentation required with appropriate agencies and any other paperwork that will support the caller's success, along with leadership and guidance to the Hotline Case Manager Team. This position requires a caring, dedicated individual who possesses the ability to work with individuals and families in crisis, cultural awareness and sensitivity with effective counseling and advocacy skills while using best practices and a trauma informed approach. The ideal candidate must display a high degree of professionalism and respect while keeping difficult situations in proper perspective. Understanding, influencing and serving others are important attributes in this position. The ideal candidate is client centered and will have experience in case management, counseling, crisis management, community resources and excellent communication skills.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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##### COORDINATOR RESPONSIBILITIES

- Oversees and coordinates Hotline services delivered to callers through Willow's Hotline.
- Acts as a liaison between the Willow staff and community professionals. Facilitates positive collaboration and coordination of services amongst partners.
- Supervises and trains, staff, interns, and volunteers on Hotline service delivery.
- Helps to maintain consistency and quality of calls in alignment of Best Practice.
- Coordinates the consistent implementation of caller feedback surveys who utilize Hotline services.
- Maintains the on-site Hotline coverage schedule and ensures adequate coverage so all callers are supported.
- Ensures that Hotline notes are always complete and up-to date.
- Responsible for the timely and accurate collection of department statistics for grant and other reporting needed.
- Takes initiative to lead the team in finding solutions to identified gaps and barriers to services; and to seek out and delegate additional projects when calls are slow.
- Collaborate with Shelter Director and Shelter Assistant Director to ensure that Genesys continues to function during times of outages.
- Collaborates with Grant Manager, Director of Community Response Services, and appropriate consultants to ensure the structure and functioning of client database systems remain up to date (including: Apricot, Genesys Cloud, and others as assigned)
- Stays up to date on internal and external trainings on client database systems, including new tools and products from software providers.

##### HOTLINE RESPONSIBILITIES

- Provide crisis and supportive counseling/advocacy, information, referrals, and safety planning as needed over the telephone or via text, webchat or messaging in a trauma informed and solution focused manner, especially when the Hotline is short staffed.
- Manage Hotline calls and screen for shelter placement and shelter list needs.
- Link individuals to services at Willow including groups, court advocacy and counseling, and provide information and referrals.
- Assist with the ongoing development and revisions of safety plans.
- Respond to and document all hotline calls according to the agency's procedures.

##### COLLABORATION, EDUCATION, & TEAMWORK

- Maintains professional, healthy collaborations with community agencies and Willow staff.
- Is well versed in Trauma-Informed Care and Solution-Focused Models of providing services. Assists other staff, interns, and volunteers in utilizing these models.
- Serves as a competent, flexible, leader of Hotline services and larger Willow team who fosters a positive, healthy, and values-aligned work environment.

- Engages in weekly supervision with the Director of Community Response Services to practice self-reflection, increase self-awareness, build skills, provide & receive feedback, and engage in consistent communication on quality of Hotline services & program functioning.
- Co-facilitates Hotline team meeting with the Director of Community Response Services on a bi-weekly basis.
- Attends and is an active participant in agency trainings, staff meetings and identified Hotline-related meetings.

## OTHER DUTIES AS ASSIGNED

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- Document all hotline calls following the agency's procedures.
- Attend and participate in pertinent agency and community meetings and training.
- Maintain confidentiality at all times.
- Complete all job functions ethically and in a culturally competent manner.
- Any other duties as may be assigned.

## REQUIRED QUALIFICATIONS

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- Master's Degree in Human Services field preferred or an equivalent education and experience.
- A minimum of one year of counseling, case management or advocacy experience. Program management and supervisory experience preferred.
- Bi-Lingual preferred; able to read, write and speak Spanish and/or ASL proficiently.
- The ability to select, develop and motivate people and create a positive work environment is essential. Must be able to display a high degree of professionalism while keeping difficult situations in proper perspective.
- Proven familiarity and comfort with technology required.
- Demonstrated experience working with cloud-based database systems (such as electronic medical records, case manager systems, etc...)
- Experience administering all or portions of cloud-based systems preferred.
- Ability to prioritize tasks and handle numerous assignments simultaneously.
- Ability to recognize and maintain confidential information.
- Sound judgement and decision-making ability.
- Must be adaptable and flexible.
- High degree of organizational skills and attention to detail.
- Excellent communication skills (verbal and written) are required.

## ADDITIONAL INFORMATION

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- Department: Community Response Services/Hotline
- Location: Strong Todd Building
- Reports to: Director of Community Response Services
- Hours: Can vary, with some On-Call requirements and possible weekend , Ideally 12:00 PM – 8:00 PM M-F
- Status: Full-time/Non-Exempt
- Payrate: Starting at \$23.00/hour

## HOW TO APPLY

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Submit cover letter and resume by mail, email:

◦Mail: P.O. Box 39601, Rochester, NY 14604 ◦ Email: [HR@willowcenterny.org](mailto:HR@willowcenterny.org)

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

***We offer a generous benefits package including health and dental insurance, paid time off, and a 401k retirement plan.***

*Willow Domestic Violence Center is an Equal Opportunity Employer*

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.