

## Job Description

### MANAGER OF HOTLINE SERVICES

#### JOB SUMMARY

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The Manager of Hotline Services 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 Manager of Hotline Services 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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##### MANAGER RESPONSIBILITIES

- Role models positive, professional behavior to include appearance and communication with others.
- Oversees and manage hotline services delivered to callers through Willow's hotline day-to-day activities including development, planning and implementation of all program components, such as monitoring Genesys interactions, and RingCentral interactions for possible missed calls and login/logout concerns, Department of Human Services Overflow list, completing financial forms required, and any other hotline activities.
- Collaborates with the Director of Community Response Services to support programmatic development, tracking, compliance, and evaluation.
- Supervises and trains staff, interns, and volunteers on hotline service process and delivery.
- Helps to maintain consistency and quality of calls in alignment of best practice.
- Maintains the on-site hotline coverage schedule with the support of the Hotline Lead Case Manager to ensures adequate coverage on all hotline shifts and collaborate with the Shelter Director and Shelter Manager to ensure that both programs have coverage and needed support, so all callers are supported.
- Ensures that hotline notes are always complete and up-to date.
- Able to provide on-call support to hotline staff in conjunction with the Director of Community Response Services, and Lead Hotline Case Manager, which can include evenings and weekends.
- Provides coverage when needed to ensure coverage of the hotline, which could include evenings and weekends when necessary.
- 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 Manager 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)
- Participates in strategic planning and meets the applicable goals of the Agency as defined in its Strategic Plan.
- Maintains an evaluation tool and process to assess effectiveness of service and compliance with program objectives; identify unmet/emerging needs and develop recommendations.
- Stays up-to-date on internal and external training on client database systems, including new tools and products from software providers.
- Acts as a liaison between the Willow staff and community professionals. Facilitates positive collaboration and coordination of services amongst partners.
- Maintains confidentiality and completes all job functions ethically and in a culturally competent manner.

## **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.
- ✔ Participates, as requested, in all Agency management meetings and training; attends conferences, workshops, and training for professional development as required and approved.
- ✔ Conducts training on domestic violence dynamics and issues with community agencies to increase awareness.

## **OTHER DUTIES AS ASSIGNED**

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- ✔ Serves on the Agency Leadership Team to inform on agency policy, strategic decisions, and implementations.
- ✔ Champions Willow's culture and work to assure employees are engaged and supported, including partnering in the ongoing measurement and improvement of employee engagement.
- ✔ Represents Willow at the leadership level at community meetings and speaking engagements or with other partners as requested.
- ✔ Serves as a member of additional teams and groups at Willow and in the community when relevant.
- ✔ Research best practices and law updates related to domestic violence.
- ✔ Recruits, trains, supervises, supports, and retains potential volunteers and interns on service projects and work.
- ✔ Any other duties assigned by the Director of Community Response Services or Executive Team needed to help drive our vision, fulfill our mission, and abide by our organization values

## **REQUIRED QUALIFICATIONS**

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- ✔ Bachelor's degree in human services, Social Work or Counseling field required, MSW or MS in counseling preferred or an equivalent education and experience.
- ✔ A minimum of one year of counseling, case management or advocacy experience. Program management and supervisory experience required.
- ✔ 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...) preferred.
- ✔ Ability to prioritize tasks and handle numerous assignments simultaneously.
- ✔ Sound judgement and decision-making ability.
- ✔ Must be adaptable and flexible.
- ✔ High degree of organizational skills and attention to detail.

## **ADDITIONAL INFORMATION**

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- ✔ Department: Community Response Services/Hotline
- ✔ Reports to: Director of Community Response Services
- ✔ Hours: Can vary, with some On-Call requirements and possible weekend , Ideally 10:00 AM – 6:00 PM M-F
- ✔ Status: Full-time/Non-Exempt
- ✔ Pay: \$58,458.40