

## Job Description

### MANAGER OF HOTLINE SERVICES

#### JOB SUMMARY

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The Manager of Hotline Services is a key leadership position within Willow Domestic Violence Center and is responsible for the oversight, coordination, and day-to-day operation of the agency's 24/7 Crisis and Support Hotline. This role ensures that survivors of domestic violence receive timely, compassionate, trauma-informed, and survivor-centered support through all hotline services.

The Manager provides direct supervision, coaching, and leadership to Hotline Advocates, fostering a culture of excellence, accountability, and continuous learning while ensuring the consistent delivery of high-quality crisis intervention, emotional support, individualized safety planning, advocacy, resource navigation, and referrals.

The Manager works collaboratively with internal programs and community partners to coordinate services, strengthen referral pathways, and ensure survivors have seamless access to the resources and support necessary to enhance safety, stability, healing, and long-term well-being.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

##### **Program Operations & Service Delivery**

- Oversee the day-to-day operation of Willow's 24/7 Crisis and Support Hotline, ensuring timely, accessible, and high-quality services for survivors.
- Provide direct supervision, coaching, mentoring, and performance management for Hotline Advocates, interns, and volunteers.
- Facilitate onboarding, training, and ongoing professional development to ensure staff are equipped to provide high-quality, trauma-informed services.
- Provide direct hotline coverage as needed to ensure uninterrupted service delivery, including evenings, weekends, and holidays when necessary.
- Maintain the hotline staffing schedule in collaboration with the Lead Hotline Advocate to ensure adequate coverage across all shifts.
- Collaborate with Shelter leadership to ensure coordinated coverage and support across programs so that all survivors receive timely assistance.
- Participate in agency strategic planning initiatives and contribute to achieving organizational goals and objectives.

##### **Quality Assurance & Compliance**

- Develop, implement, and maintain quality assurance processes to evaluate service effectiveness, consistency, and compliance with program standards.
- Conduct regular reviews of hotline interactions, documentation, and service delivery to ensure adherence to domestic violence best practices, agency policies, and funder requirements.
- Monitor documentation for accuracy, timeliness, and completeness, ensuring all client records and hotline notes are maintained according to agency standards.
- Maintain evaluation tools and reporting processes to assess program outcomes, service quality, and emerging survivor needs.

##### **Data Management & Reporting**

- Ensure the timely and accurate collection, analysis, and reporting of program statistics required for grants, contracts, and agency reporting.
  - Stay current on database enhancements, software updates, and emerging technologies that support service delivery and program evaluation.
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### **Community Collaboration & Advocacy**

- Serve as a liaison between Willow staff, community partners, and external stakeholders to strengthen collaboration and coordinated service delivery.
- Promote positive relationships with community agencies, government systems, and service providers to improve survivor access to resources and support.
- Represent Willow Domestic Violence Center in meetings, committees, and community initiatives as assigned.

### **Confidentiality, Ethics, & Cultural Responsiveness**

- Maintain strict confidentiality of survivor information and agency operations in accordance with agency policy, state and federal regulations, and domestic violence best practices.
- Ensure all services are delivered ethically, professionally, and through a trauma-informed, survivor-centered, culturally responsive, and equity-focused lens.
- Demonstrate a commitment to diversity, inclusion, accessibility, and the empowerment of all survivors seeking services.

### **OTHER DUTIES AS ASSIGNED**

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- Champions Willow's culture and work to assure employees are engaged and supported, including partnering in the ongoing measurement and improvement of employee engagement.
- Participates in a rotating on-call schedule to provide supervisory guidance, decision-making support, and crisis response.
- 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.
- Any other duties assigned by 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 combination of 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.
- Proven familiarity and comfort with technology required.
- Demonstrated experience working with cloud-based database preferred.
- Demonstrates sound judgment, strong decision-making abilities, adaptability, flexibility, exceptional organizational skills, and meticulous attention to detail.

### **ADDITIONAL INFORMATION**

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- Department: Hotline
- Location: Skyview
- Reports to: Chief Operating Officer
- Status: Full-time/ Exempt
- Payrate: \$62,353.20 annually



**OUR MISSION:** To prevent domestic violence and champion survivor safety, justice, healing, and hope.

**OUR VALUES:** Inclusion, Respect, Integrity, Excellence, Collaboration

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**APPLY ON INDEED**

<https://www.indeed.com/cmp/Willow-Domestic-Violence-Center-1>

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***We offer a generous benefits package including 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.

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