

Job Description

HOTLINE LEAD CASE MANAGER

JOB SUMMARY

The Hotline Lead Case Manager is a key member of the Willow Domestic Violence Center team and is responsible for the day-to-day coordination and delivery of 24/7 hotline services. This position provides leadership, guidance, and operational support to the Hotline Advocacy Team while ensuring survivors receive high-quality, trauma-informed crisis intervention, advocacy, safety planning, brief case management, and resource coordination.

The Hotline Lead Case Manager supports survivors through telephone, text, webchat, and other communication platforms by assessing immediate needs, providing emotional support, coordinating internal and external referrals, and ensuring timely, accurate documentation in accordance with agency standards. This position promotes consistency in service delivery, mentors hotline staff, and serves as a resource for complex or high-risk situations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

HOTLINE OPERATIONS AND PROGRAM MANAGEMENT

- Oversees the daily operations of the 24/7 Domestic Violence Hotline, ensuring the delivery of high-quality, trauma-informed, survivor-centered crisis intervention, advocacy, safety planning, and resource coordination across all communication platforms, including phone, text, and webchat.
- Supports the Hotline Manager in overseeing daily hotline operations by monitoring response times, service quality, adherence to trauma-informed best practices, and consistency in service delivery across all communication platforms.
- Provides short-term case management, crisis intervention, and resource coordination during initial hotline contacts to stabilize immediate needs, support survivor decision-making, and ensure seamless referrals to appropriate internal programs and community partners.
- Oversees shelter screening, admissions, waitlist management, and communication with community partners, including the Department of Human Services (DHS), to support appropriate shelter placement.
- Maintains and monitors hotline operational systems, including shift logs, hotline communications, resource databases, and program documentation to ensure accuracy and continuity of services.
- Develops, maintains, and updates internal and external resource directories to ensure advocates have access to current referral information.
- Oversees hotline staffing schedules and coordinates coverage to maintain uninterrupted 24/7 services.
- Participates in the recruitment, provides onboarding support, training, coaching, and ongoing support to hotline advocates, interns, and volunteers, ensuring competency in trauma-informed crisis intervention, documentation standards, and service delivery expectations.
- Collaborates with the Manager of Hotline Services and Learning & Engagement Manager to develop and deliver ongoing training, professional development, and continuing education opportunities for hotline staff.
- Maintains current knowledge of domestic violence best practices, crisis intervention techniques, applicable regulations, and community resources to ensure high-quality service delivery.
- Oversees inventory management and procurement of hotline supplies and operational materials to support uninterrupted program operations.

QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT

- Monitors the quality of hotline services through call reviews, documentation audits, coaching, and quality assurance activities to ensure consistent, trauma-informed, survivor-centered service delivery and adherence to agency standards and best practices.
 - Reviews survivor feedback, program outcomes, and performance metrics to identify trends, evaluate service effectiveness, and implement continuous quality improvement initiatives.
-

- ✔ Identifies operational challenges, service gaps, and barriers to access, collaborating with leadership to develop and implement strategies that enhance service quality, operational efficiency, and survivor outcomes.
- ✔ Provides ongoing coaching and constructive feedback to hotline staff to promote professional growth, documentation accuracy, and excellence in crisis intervention and advocacy.
- ✔ Assists in the development, implementation, and evaluation of hotline policies, procedures, and quality standards to ensure compliance with organizational expectations and industry best practices.

DOCUMENTATION & REPORTING:

- ✔ Develops, reviews, and updates individualized safety plans based on survivor needs, risk assessment, and changing circumstances.
- ✔ Complete and maintain accurate, timely, and confidential client documentation in accordance with agency policy, regulatory & licensing standards, funding requirements, and professional ethical guidelines.
- ✔ Submit all internal agency documentation, incident reports, referrals, and related paperwork to the appropriate departments in a timely manner.
- ✔ Utilize agency electronic database to complete timely and accurate documentation of all services provided to clients and their families.

OTHER DUTIES AS ASSIGNED

- ✔ Supports shelter operations through cross-coverage, ensuring continuity of care, operational efficiency, and adherence to agency policies and procedures.
- ✔ Participates in team meetings, trainings, supervision, and quality improvement activities to strengthen hotline services.
- ✔ Maintains professionalism, compassion, and appropriate boundaries while managing sensitive and high-risk situations.
- ✔ Complete all job functions ethically and in a culturally competent manner.
- ✔ Any other duties assigned by the Manager of Hotline or Executive Team needed to help drive our vision, fulfill our mission, and abide by our organization values.

REQUIRED QUALIFICATIONS

- ✔ Bachelors Degree in Human Services, Social Work or Counseling 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.
- ✔ Ability to prioritize tasks and handle numerous assignments simultaneously.
- ✔ Demonstrates sound judgment, strong organizational skills, attention to detail, and the ability to adapt effectively while managing multiple priorities in a dynamic, fast-paced environment.
- ✔ Excellent communication skills (verbal and written) are required.

ADDITIONAL INFORMATION

- ✔ Department: Hotline
- ✔ Location: Skyview
- ✔ Reports to: Manager of Hotline Services
- ✔ Status: Full-time/Non-Exempt
- ✔ Hours: Monday-Friday; 10:00am-6:30pm
- ✔ Pay Rate: \$23.00/hour



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

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

APPLY ON INDEED

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

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.
