

Hotline Coordinator

Job Description

Title: Hotline Coordinator

Reports to: Residential and Hotline Services Manager

FLSA Status: Non-exempt

Wages: \$21.63/hour

Job Type: Full Time

Location: Project Safe House (Confidential Shelter-East County)

Direct Reports: This position supervises volunteers'

Summary: Under the direction of the Residential and Hotline Services Manager oversee operations of CCS' 24/7 hotline programs. Recruit, train, supervise, and schedule volunteers for the hotline. Provide ongoing technical assistance to hotline staff, implement best-practice service standards, and conduct ongoing quality assurance checks. Maintain updated and comprehensive resource guide for the agency. Establish and maintain strong, mutually beneficial relationships with community partners and related service providers. Ensure compliance with agency and contract requirements and produce required reports.

Essential Functions:

- In partnership with Program Manager, ensure seamless 24-hour trauma-informed service provision. Provide back-up coverage for hotline/shelter when staff or volunteers are not available.
- Recruit, Hire, train, supervise, and evaluate all hotline volunteers.
- Ensure all hotline volunteers establish and maintain crisis counselor status per California Evidence Code.
- With program leadership, fully participate in department research and development efforts to identify relevant evidence-based practices, oversee and provide staff/volunteer training in select practices, and ensure quality of services.
- Ensure accurate documentation of services with clients and hotline callers in a timely manner through Efforts to Outcomes (ETO), the agency database program for client services.
- Ensure ongoing familiarization with all CCS programs and services, including eligibility requirements, in order to answer basic questions and refer clients accurately. Provide ongoing updates to all CCS volunteers and staff answering the hotline with this information.
- Oversee the process of updating the referral manual as a county-wide resource for use by CCS staff and volunteers.
- Provide training to paid staff, volunteers, and community partners on sexual assault, domestic violence, and other related issues as requested by supervisor.
- Other duties as assigned



Job Requirements:

Education:

- High School Diploma, G.E.D., or equivalent combination of education and related experience.

Experience:

- Minimum one year direct services experience with sexual assault, domestic violence, child abuse issues, family violence intervention, client services, and/or crisis intervention.

Preferred Experience:

- Bilingual/Multilingual fluency in one or more languages (oral and written)
- One year direct supervision experience with volunteers, interns, or staff in the provision of services related to sexual assault, domestic violence, child abuse issues, family violence intervention, and/or crisis intervention.

Core Competencies:

- Complete California State-approved Domestic Violence and Sexual Assault Crisis Intervention Training, complete a minimum of 12 hours of ongoing training per year as required (or must complete upon hiring)
- Strong interpersonal and communication skills, including conflict resolution skills
Must demonstrate an acceptance and respect for cultural diversity in all its forms, including ethnicities, sexual orientations, abilities, genders, and religious backgrounds

Working Environment:

This job operates in a communal housing facility. Must maintain personal cell phone for work-related purposes. Ability to work in IPV, SA, and stalking fields. Working conditions may include possible exposure to communicable diseases related to those typically found in communal housing. This position is classified as critical and essential under Public Health Authority.

Physical Demands:

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Must be able to carry up to 50lbs.

Travel:

Some travel may be required (up to 20% mostly within San Diego County). Must have reliable transportation available for work-related purposes, a valid California driver's license, and proof of automobile insurance.

Work Hours:

The employee must be available during Agency working hours 8:30 a.m. to 5:30 p.m. Evening, weekend, and holiday hours may be required as job duties demand.

To Apply: Please submit a cover letter and resume to Jenna Jones at JJones@ccssd.org