

PAY GRADE: 5

POSITION: CRISIS RESPONSE SERVICES MANAGER – FOR REGIONAL HOTLINE (FULL-TIME)

SUMMARY

Scope: Provides oversight and leadership for a regional telephone crisis response as well as multiple supportive services and referrals for survivors of domestic and/or sexual violence, their families, friends, or community callers. This system of response also conducts initial screenings for imminent danger and assists clients with accessing hospital accompaniment, shelter, counseling, case management and/or other supportive services.

DUTIES

Essential Functions: *(Essential functions may include, but are not limited to the functions listed below.)*

- Staff Administration & Oversight:
 - Oversees the day-to-day operations of YWCA implemented regional crisis programming within the collaborative. Currently this includes the Greater Richmond Regional Hotline and supportive survivor services.
 - Interviews, hires, trains, orients, and evaluates all hotline staff, student interns and new volunteers on hotline and supportive service protocols and procedures.
 - Supervises all hotline staff directly and conducts regular meetings for all hotline staff, including full-time, part-time, temporary and relief.
 - Oversees and provides on-call support to domestic and sexual violence operations systems. Provides occasional back up on-call directly to RHART requests when during established work hours.
 - Maintains work environment for efficient and effective service implementation.
 - Assures accurate and timely data collection as expected by grants and collaborative partners.
 - Implements program evaluation and benchmarking strategies as prescribed by the collaborative and the Director of Crisis Response Services.
 - Recommends relevant policies and protocols to the Director of Crisis Response Services.

- Community Coordination and Engagement:
 - Coordinates volunteer opportunities with the YWCA Development & Outreach Manager.
 - Maintains strong, strategic relationships with local SDV agencies and other community partners to further enhance crisis and supportive service systems, as directed by the Director of CRS.
 - Participates on committees, attends meetings, and conducts speaking engagements and trainings relevant to crisis services as a representative of the YWCA and the Collaborative, as directed by the Director of CRS.
 - Oversees the data collection and process procedures for the Lethality Assessment Protocol with Richmond Police Department and Virginia Commonwealth University Campus Police.
 - Coordinates internal and external communication concerning crisis response programming as directed by the Director of CRS.

- Volunteer Coordination and Engagement:
 - Develops and implements strategies to recruit and retain crisis response volunteers.
 - Serves as Crisis Services Volunteer (HAV) Liaison to local hospital and law enforcement partners.
 - Oversees systems that assure volunteer requirements are met and up-to-date
 - Oversees systems that assure communication occurs with volunteers post response to receive feedback and provide support

SUPERVISION

The position reports to the Director of Crisis Response at the CRS Office. The Manager will supervise the Program Assistant and the Hotline Specialists. They will also have a physical presence at the Greater Richmond Regional Hotline, but represent the YWCA & Collaborative throughout the community, as designated by the Director. The Manager may be responsible for overseeing macro level intern(s) but will not have supervisory responsibilities for staff at any of the partner agencies.

QUALIFICATIONS

Education and Experience:

- Minimum of 3-5 years of experience, Human Services Bachelor's Degree (B.A.) from four-year College is required.
- Experience in the domestic and sexual violence field is preferred.

Skills/Requirements:

- Must have outstanding communication skills: using appropriate language (verbal and written).
- Working knowledge of computer and office equipment, Microsoft Word, Excel and PowerPoint.
- Strong ability to build and maintain internal and external relationships in order to effectively implement excellent programming that reflects the philosophy and vision of the YWCA.
- Keen attention to detail, with the capacity to develop and manage systems that ensure accurate and timely follow-up as well as documentation.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public
- Ability to define problems, collect data, establish facts and draw valid conclusions
- Successful completion of criminal background and credit checks.
- Ability to manage operations while maintaining empathic listening and compassionate response skills.
- Ability to maintain personal and professional boundaries with clients and represent the interests of the YWCA, its staff and programs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; as well as provide effective response while in a demanding situation.

Staff demonstrates their understanding of the critical role volunteers play in helping YWCA achieve our mission by providing volunteers the resources and training needed to be successful, offering meaningful experiences, treating them with respect, and clearly communicating needs and impact of their contribution to the work of the organization.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the department.