



JOB ANNOUNCEMENT

Position: **Hotline Services Coordinator** (35 hours Full Time)

Salary: \$22.94 - \$26.50 hr depending on experience

Administrative After Hours On Call (average of 10 shifts monthly) provides an additional average \$3,000 annually.

Start Date: January 2023

The person in this position oversees the day to day operations of our 24/7 hotline. The Hotline Services Coordinator provides trauma informed support and advocacy services when responding to calls on the hotline, triages case assignment of hotline calls, trains new advocates in our hotline response as well as the use and functions of our database, ensures accurate and timely collection of hotline data, and hires, trains and supervises one staff position. The person in this position will share in rotation of after-hours admin support to on-call advocacy services staff for emergency, consultation, or unusual situations.

The ideal person for this job is someone who is collaborative, enjoys training, has attention to detail, has supervision experience and experience providing crisis/support services while operating from an anti racist, trauma-informed, and harm reduction lens. They will find satisfaction in the hands on work of ensuring that survivors of domestic violence, sexual assault and child sexual assault and those concerned about them, receive the highest quality responses to their calls for assistance. And they will enjoy balancing that with having a command of our services database as they train new staff in its use and conduct regular QA on entries.

We provide extensive training to our staff and are committed to strong supervisory support and professional development opportunities.

Benefits Package: Annual financial contribution (\$7,000 in 2023 prorated to start date) towards our cafeteria health benefits program which includes individual medical, dental or dependant care benefits or expense reimbursements, generous time off (2 weeks vacation the first year increasing thereafter, 16 paid holidays, 5 personal days, 12 sick days). After three years of employment, an annual contribution of 5% of salary will be made to the employee's established retirement account. Retirement accrual begins at 18 months and employees are vested at 3 years of employment.

Physical Requirements: This position frequently involves periods of sitting, standard office/computer work, standing and movement required.

Travel Requirements: This position will have some travel throughout Tompkins County and occasionally travels to other areas within NYS for professional development training. Mileage reimbursement provided for position related travel.

We want to effectively serve the diverse needs of our community and we strongly encourage BIPOC and/or bilingual people to apply.

Located in Ithaca, NY, the Advocacy Center provides a wide range of support services to adult and youth survivors of domestic violence, child sexual abuse and sexual assault. We are an organization whose roots are based in feminism, social change, and victim rights and are dedicated professionals with a strong work ethic who also promote self-care and wellness as we value a healthy work/life balance.

TO APPLY: Submit two separate documents (in MS Word or PDF format only): 1. cover letter and 2. resume. Please submit as two separate attachments in an email to jobs@actompkins.org. Applications will be accepted until the position is filled.

QUALIFICATIONS

- Crisis intervention, counseling or advocacy experience in a human services setting or translatable experience from another field
- Experience supervising paid staff
- Strong interpersonal, engagement, listening, communication and crisis management skills
- Ability to work independently as well as collaboratively, with a willingness to appreciate different points of view and problem solve in a constructive manner
- Sensitivity to the impact of sexual and domestic violence in diverse and marginalized communities
- Commitment to working from an anti-oppression, harm-reduction, and strengths based trauma-responsive approach
- Excellent communication, organizational and time management skills
- Ability to multitask under stressful situations
- Ability to establish and maintain effective professional working relationships
- Working knowledge of Microsoft Office Suite and familiarity with Google Workspace Platform
- Flexible schedule - must be able to work some after-hours evenings, weekends and holidays
- Vehicle and valid driver's license is required.