

JOB DESCRIPTION: HOTLINE SUPERVISOR

Title: Hotline Supervisor

Location: 1615 W. Chicago Ave., Chicago, IL 60622

Supervised by: Hotline Director

Supervises: Victim Information Resource Advocates, Interns

Status: Full-Time, Exempt, Salaries

Date revised: 14 September 2020

Position Summary

The Hotline Supervisor is responsible for assisting in carrying out the mission and goals of the Hotline; sharing in the primary supervision and operating responsibilities of the Hotline; and ensuring that callers receive high quality information and referral to services.

Responsibilities

Staff Supervision and Administration

- Collaborates with Hotline Director to write job descriptions and assign appropriate staff to projects.
- Conducts supervision, prepare evaluations for all direct reports. Conducts necessary disciplinary, terminations, and other personnel actions in accordance with personnel policies.
- Participates in new hire interviews.
- Assists in the training of new staff as well as in the identification of training needs in existing staff.
- Monitors staff performance, provides ongoing feedback using guidance and coaching principles in addressing performance issues.
- Advises and assists staff on challenging calls.
- Ensures that all staff are provided with adequate communication and information regarding policies and procedures.
- Schedules staff to assure adequate telephone coverage, arranging for staff vacation, holiday, and other scheduled time off in accordance with the coverage needs of the program.
- Covers shifts when necessary.
- Collects and manages VIRAS' timesheets, time off requests, and documents and reports other hourly work.
- Submits VIRAS' timesheets to Hotline Director.
- Shares on call responsibilities with other supervisors when no supervisor is present at the Hotline offices.
- Collaborates with Hotline Director and other staff on program development, generating best practices, and expanding access to Hotline service
- Communicates any staff problems, concerns, or suggestions for improvement to the Director.

- Acts in a professional manner in all interactions with staff, co-workers, referral agencies and **with the public.**
- **Manages special projects.**
- **Facilitates positive relations with referral agencies and institutions with whom the Hotline interfaces.**
- **Contributes to monthly reports by providing data and narrative information to Hotline Director.**

Data Collection and Information management

- Monitors statistics for Hotline calls and special projects.
- Identifies any technological problems which may interfere with calls.
- Provides clear, thorough, and concise documentation and reporting.
- Supervises documentation of Chicago Survivors Project and CP4P calls and reports.

Outreach and Advocacy

- Represent Hotline and Network at task force, committee, and social service agency networking events.
- Shares advocacy and outreach responsibilities with the Director and Executive Director of the Network.

Other

- Attend and actively participate in departmental and staff meetings.
- Protect The Network's value by keeping information confidential.
- Update knowledge by participating in educational opportunities, maintaining networks, participating in professional organizations.
- Perform other duties as assigned by supervisor.

Work Environment

- This position operates primarily in an office environment that is accessible. Some work at off-site locations may be required and those may not necessarily be fully accessible.
- This position requires sitting for long periods of time.
- This role routinely uses standard office equipment such as computers, phones, photocopiers, scanners, filing cabinets, and fax machines.
- While performing the duties of this job, the employee is regularly required to talk, hear and see (text). The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.
- Travel between the main office and remote locations is required.
- This position is on a 24 hour / 365-day Hotline. Nights and weekend attendance may be required for some shifts. **Overnight shift supervisor must work nights and some weekends.*
- Work place is a smoke- and drug-free environment.
- The Network is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. The Network does not discriminate against any individual with

respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. The Network is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.

Qualifications

Education

- High school diploma or equivalent required
- Bachelor's degree or equivalent experience preferred

Experience

- 4 years of work experience in anti-violence, social service, social justice organizing, or victim support services required
- Knowledge of domestic violence and/or women's issues and strong commitment to social justice and ability to create and manage social change efforts
- Strong project management, community organization, and program development skills
- Strong writing and platform skills for both online and traditional media
- Strong presentation and networking skills
- Practice in appropriate conflict resolution methods leading to positive solutions

Licenses/Certification

- 40 Hour Domestic Violence Crisis Intervention Certification Required
- ICDVP certification preferred
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Computer and software knowledge

- PC literate with strong skills and experience in MS Office (Word, Excel and PowerPoint)
- Experience with iCarol, Infonet, Salesforce and Nortel systems desired
- Proficiency desired in all social media platforms - Twitter, Facebook, etc.