



JOB DESCRIPTION: HOTLINE SUPPORTIVE SERVICES COORDINATOR

Title: HOTLINE SUPPORTIVE SERVICES COORDINATOR

Location: (Hybrid) 33 N. Dearborn St., 1615 W. Chicago Ave., 555 W. Harrison St., and remote.

Supervised by: Hotline Director

Supervises: N/A

Status: Full-Time, Salary, Exempt

Salary: \$57,000-62,000 per year

Date revised: September 12, 2023

The Network: Advocating Against Domestic Violence (The Network) is a collaborative membership-based victims services provider dedicated to ending domestic violence and the underlying systems of oppressions that sustain it. The Network is the leading systemic advocacy voice on behalf of victims, survivors, and service providers within the Chicago metropolitan area. The Network is committed to leading the development of evidence-based services and advocating for policies that are informed by the unique social and cultural dynamics that all victims and survivors face. Through the strength, knowledge, and first-hand experiences of the membership, The Network can amplify voices and build a complement of services that best meets the needs of victims and survivors in the Chicago area.

Position Summary:

The Supportive Services Coordinator will support the Illinois Domestic Violence Hotline in ensuring effective implementation of the Network's survivor supportive services and pet assistance programs provided through the Illinois Domestic Violence Hotline. They will also assist in carrying out the mission and goals of the Hotline by responding to contacts from social service providers, medical personnel, police, other professionals, friends, family, and victims of domestic violence, providing high quality information and referral to services.

Responsibilities:

- Implement the After-Hours Order of Protection program at the Hotline.
- Promote the emergency housing program for survivors and their pets in the communities we serve.
- Provide support in the articulation of shelter and housing approaches that are trauma responsive, confidential, and safe for individuals and families escaping abuse and violence and provision of emergency resources and pet support.
- Provide technical assistance for survivors of gender-based violence and survivor advocates from Network member programs and program recipients.
- Ensure meaningful collaboration by identifying needs and subsequently organizing the efforts of community partners and Network members through ad hoc committees, task forces, and study groups as assigned by the Director of the Illinois DV Hotline.
- Shares responsibility with Management Team to ensure the hotline is adequately staffed.
- Provide consultation and training to community partners and allied groups.
- Collect and maintain reference information on housing programs, including state and national level information as available and relevant.
- Updates knowledge by participating in educational opportunities; maintaining networks; participating in professional organizations.
- Attend and actively participate in departmental and staff meetings.
- Manage all aspects of program grant reporting.



Qualifications:

Education/Experience:

- Bachelor's degree in gender studies, social work, social sciences, or other relevant degree preferred
- High school diploma accepted with extensive lived or professional experience in the subject matter can be accepted in lieu of a degree Experience.
- Three to five years of direct experience in domestic violence housing provision.
- Professional experience in housing systems analysis, and/or housing placement policy required.
- Professional experience in the court system, specifically with Orders of Protection.
- Familiarity with the processes, terminology, and procedures of safety planning with pets.
- Knowledge of service and housing needs of survivors of gender-based violence.
- Demonstrated commitment to social change in the area of violence against women.
- Excellent verbal and written communications skills.
- Proficiency in Spanish preferred.
- Ability to work independently.
- Ability to effectively establish and maintain working relationships with peers and constituents at all levels of the association.

Licenses/Certification:

- 40-Hour Domestic Violence Training required within 3 months of employment. This can be obtained through The Network at no cost for staff.

Computer and software knowledge:

- PC literate with strong skills in MS Office Suite (Word, Excel)
- Familiarity with iCarol or housing placement systems preferred.

WORK ENVIRONMENT:

Accommodations will be made to enable individuals with disabilities to perform the essential functions.

- This position operates primarily in an office environment that is accessible. Some work at offsite locations may be required and those may not necessarily be fully accessible.
- 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 and hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.
- The employee must occasionally lift and/or move objects up to 40 pounds.
- Travel between the main office and remote locations may be required.
- Occasional night and weekend hours are required.

APPLICATION:

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. Black, Indigenous, Latinx, and other People of Color, women, LGBTQI+ people, and those who have experienced domestic violence are strongly encouraged to apply. Please send your resume and cover letter to Alondra Montes at amontes@the-network.org. Applications will be reviewed on a rolling basis. Please do not call regarding the position.