

Program Manager - Hotline Services
Full-time/Benefits Eligible
Bilingual (English/Spanish) Preferred



Position Schedule: Monday through Friday 8:30 pm to 5:00 pm *

*Flexibility is needed to work outside of this schedule to assist with time sensitive matters and ensuring employees working on weekends receive adequate supervision.

Due to the pandemic, and for the health and safety of our employees and participants; Emerge temporarily relocated some of its employees to working remotely. Remote status is based upon position and program needs. For direct service positions, training will remain on site and in person. We anticipate returning our employees to in-person work when it's safe to do so. Initially, some positions (but not all) may work remotely but will transfer to working on site when our agency is able to return to in-person services.

Emerge Center Against Domestic Abuse has begun an organizational process of transforming philosophy and practice to acknowledge the root causes of violence as being embedded in multiple, intersecting systemic oppressions (sexism, racism, homophobia, transphobia, classism/poverty, ableism, and anti-immigrant sentiment).

These conversations directly impact the climate and culture of our organization and are tied to the climate and culture in our community related to violence as a normalized experience. We are seeking team members across the organization who understand that humanizing the experience of all people is a radical act in a non-profit system and who are willing to be a part of transforming our organizational culture to be a more antiracist multicultural institution.

We are seeking job applicants who understand it is our responsibility to ensure that our responses to domestic abuse must include the experiences of those who are most in need and who have the least amount of access to help and support and who can work in an environment that is rapidly changing.

We're committed to making our community a safer place for everyone. Join us!

This position ensures hotline services provided to all callers are consistent and in accordance with quality standards. This position is also responsible for ensuring all calls received as a part of the Arizona Intimate Partner Risk Assessment Instrument System (APRAIS) are tracked and coordinated as necessary; internally and with community partners. The Hotline Services Supervisor is responsible for supervision of Hotline Specialists and volunteers. This position provides hotline callers with crisis intervention, safety planning, information and referrals, domestic abuse education and emotional support as appropriate.

ESSENTIAL DUTIES

- Develops protocols and procedures and training for the hotline program in collaboration with the Director of Emergency Services and Director of Systems Integration
- Supervises and directs employees and volunteers in the hotline program to ensure uniform interpretation and application of agency contract policies, and program protocols and procedures
- Work a rotating shift/schedule and at appropriate agency sites to ensure visibility to Hotline Specialists on all shifts
- Responsible for ensuring programmatic protocols operate as intended and hotline caller's needs are met under the direction of the Director of Emergency Services and in collaboration with the Program Managers-Emergency Services
- Responsible for quality assurance of hotline services and programmatic implementation to include review of weekly turn-away information

- Identify performance/training issues in the observation of Hotline Specialists and communicate any issues, concerns or trends to the Director of Emergency Services
- Identify and communicate any service trends related to the provision of hotline services to the Director of Emergency Services
- Provide initial and on-going training for Hotline Specialists, On Call Employees and any other employee answering the hotline in collaboration with the Staff Trainer.
- Manages scheduling needs for employees and volunteers
- Provides hotline callers with crisis intervention, safety planning, information and referrals, domestic abuse education and emotional support as appropriate
- Conduct assessments to determine immediate needs, and if appropriate, Emerge services based on a hotline caller's request
- Conduct basic mental health screenings and facilitate immediate intervention when appropriate
- Facilitate services under the Pima County APRAIS Risk Assessment Protocol with law enforcement agencies including lethality assessments and ensure all calls received under the APRAIS protocol are tracked and follow-up as needed
- Provides information and referral to Emerge programs as appropriate and/or other community services
- Provide follow-up calls to participants to ensure access to services and information related to lay legal needs, housing support and other services as needed
- Oversee, manage and respond to all risk management issues in accordance with the Emerge! Incident Report and Notification Policy in collaboration with Operations when appropriate
- Communicate significant risk issues to the Director of Emergency Services and Vice President of Programs when appropriate
- Ensures high quality values-based service delivery at all times. Educates, trains and coaches staff to increase values-based performance.
- Reviews shelter denials and turn-aways to ensure service protocols and philosophy are being implemented.
- Works in close partnership with other members of the Operations Team to address agency-wide opportunities and challenges, and ensure consistency of policies and practices across the agency
- Participates in interviewing direct service position candidates, interns and volunteers
- Rotate on-call responsibilities with Program Managers-Emergency Services. May have to respond to emergencies or other time-sensitive matters after normal business hours
- Maintain a continual pulse on the goings-on in their areas of responsibility
- Provides program support to clinical team and participates in staff training activities
- Addresses client complaints and facilitates use of the grievance procedure
- Ensures all information (narrative and/or data) for reports is submitted in a timely manner
- Appropriately maintains accurate information in the client services database
- Adheres to agency policies and procedures and all City, County, State and Federal rules and regulations
- Maintains confidentiality of shelter sites and participants
- Appropriately maintains accurate information in client services database entered in a timely manner
- Attends trainings and meetings as required

QUALIFICATIONS

Any combination of at least 4 years (6 years preferred) of work, professional or life experience (personal), in the following areas:

Note: *Emerge recognizes that the required skills and knowledge needed to serve survivors of domestic abuse can be derived by formal professional experience as well as other life experience outside of a professional setting. Qualified applicants will be asked to make a direct connection*

between their work or life experience and the required qualifications below. We also value the added foundation that formal education can provide, however, any years spent in an educational institution will not count directly toward the number of years required or preferred.

REQUIRED COMPETENCIES

- Experience in program oversight and staff supervision in a non-profit setting
- Experience designing staff development goals and training
- Experience supervising staff in the delivery of services related to gender based violence
- Demonstrate knowledge and practice working with how gender identity, race, class, ability and sexual orientation and other cultural factors and/or identities intersect with issues of gender-based violence
- Experience of individual or organizational work to support and advocate for survivors of gender-based violence; understanding and supporting families
- Knowledge of the dynamics of domestic abuse and/or sexual violence
- Knowledge of the impact of trauma and lived experiences and the interface with how program participants request and receive support in a non-profit setting
- Demonstrate willingness and ability to confront racist, homophobic, transphobic behavior/comments in any setting
- Demonstrate a trauma-informed understanding and practice in working with trauma-based reactions/behavior (particularly during escalated situations/conversations) that prioritizes remaining grounded and not reacting out of fear or punitive intention
- Ability to build authentic relationships with team members, supervisors, and program participants through practices such as listening to gain deeper understanding, being vulnerable and engaging in giving and receiving feedback
- Ability to examine your own privilege and connections to power and/or oppressions so that you can work in service and consideration of the entire humanity of others
- Ability to function in a complex institution and systems with a focus on problem solving and adaptability

OTHER REQUIREMENTS

- Appropriate fingerprint clearance through the Arizona Department of Public Safety*
 - CPR/First Aid certification*
 - Valid Arizona Driver License and proof of automobile insurance
- *No action is needed to acquire fingerprint clearance or CPR/1st Aid prior to possible employment and Emerge will cover expenses upon employment.

PHYSICAL DEMANDS

- Must be able to sit or stand for long periods of time
- Must be able to express or exchange ideas by means of the spoken word to impart oral information to clients or to the public and to convey detailed spoken instructions to other workers accurately or quickly
- Must be able to lift up to twenty-five pounds
- Visual acuity and hand dexterity to work with computer systems (monitor, keyboard), reports, and other data sources, reading/entering/processing data and figures
- Ability to use basic office equipment, including computer, fax machine, printers, copier/scanner, adding machine

Emerge is an equal opportunity employer