



Program Manager - Hotline
Full-time/Benefits Eligible
Monday - Friday 8:30 am – 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.

Bilingual Preferred

Salary*: \$58,000/year (not negotiable)

*Does not include bilingual differential pay

PLEASE NOTE: if you are interested in applying for this position, please go to emergecenter.org/employment to fill out a full application. Resumes and cover letters submitted through Indeed (or any third-party website) will NOT be reviewed.

Emergence 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, able-ism, 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!

POSITION OVERVIEW

The primary focus of this position is to ensure 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 Program Manager-Hotline Services is responsible for supervision of Hotline Specialists, Emergency Services-On Call employees and volunteers. This position provides hotline callers with crisis intervention, safety planning, information and referrals, domestic abuse education and emotional support as appropriate.

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

- Maintain confidentiality and trust for all employees, participants and visitors
- Consistently display culturally sensitive behavior and communication for all employees, participants and visitors. Seeks to expand knowledge base to increase cultural sensitivity
- Seek win/win solutions, value interdependence, share a common sense of responsibility for the whole
- Act in a manner that presents the agency in a positive light, and furthers a positive image for the agency
- Demonstrate a positive and respectful personal appearance. Contribute to a clean and orderly facility appearance
- Demonstrate respect, courtesy and dignity for all
- Respond in a timely manner in all aspects of communication
- Maintain safe working environment for self, other employees, and visitors in accordance with applicable standards relevant to the position's job duties

- Display adaptability and flexibility to encourage team, participant and agency health including: initiating improvements, demonstrating problem solving and creativity, demonstrating motivation for change and enhancement of the organization

RESPONSIBILITIES COMMON TO ALL LEADERSHIP POSITIONS

- Ensures programs and services support the vision, mission, values and philosophy of the agency
- Supports and actively builds a collaborative culture that values mutual respect, partnership, learning, trust, and fairness
- Promotes an organizational culture that embraces diversity and the fair and respectful treatment of all persons as a core value guiding strategic planning, program implementation and evaluation, staffing and internal and external relationships
- Functions in accordance with standards set forth in contracts and agency policy
- Identifies and incorporates best practices and lessons learned
- Maintains positive and accurate flow of communication
- Manages program budgets and ensures funding expectations are met
- Stays abreast of current domestic abuse information and applicable laws and regulations
- May have to respond to emergencies or other time-sensitive matters after normal business hours
- Managers must maintain a continual pulse on the goings-on in their areas of responsibility

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 and Program Manager-Community Based Services
- Responsible for quality assurance of hotline services and programmatic implementation to include review of weekly turn-away information
- Identifies performance/training issues in the observation of Hotline Specialists or Emergency Services-On Call employees and communicate any issues, concerns or trends to the Director of Emergency Services
- Identifies and communicates any service trends related to the provision of hotline services to the Director of Emergency Services
- Provides initial and on-going training for Hotline Specialists, Emergency Services-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
- Conducts assessments to determine immediate needs, and if appropriate, Emerge services based on a hotline caller's request
- Conducts basic mental health screenings and facilitates immediate intervention when appropriate
- Facilitates 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
- Provides follow-up calls to participants to ensure access to services and information related to lay legal needs, housing support and other services as needed
- Oversees, manages and responds to all risk management issues in accordance with the Emerge Incident Report and Notification Policy in collaboration with the Executive VP and CEO as appropriate
- Communicates 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-always 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
- Responds as needed to emergencies or other time-sensitive matters after normal business hours
- Rotates on-call responsibilities with Program Managers -Emergency Services
- Maintains 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

Other Essential Duties

- Manages and documents emergency situations and notify appropriate employees
- Completes all documentation thoroughly, accurately, and in a timely manner
- Maintains confidentiality of shelter sites and participant information
- Adheres to agency policies and procedures and all City, County, State and Federal regulations
- Attends all meetings and trainings as required

REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least **4 years** 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.*

- 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

- Excellent written and oral communication
- Ability to assess potential crisis situations and take appropriate action
- Ability to work well independently and be self-motivated
- Proficient computer skills including e-mail and calendars

PREFERRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least **6 years** of lived/life experience (personal), work, or professional experience in the required areas.

- Experience in the social service field and/or in the area of domestic violence
- Bilingual (English/Spanish) preferred

OTHER REQUIREMENTS

- Ability to obtain appropriate fingerprint clearance through the Arizona Department of Public Safety
- Ability to obtain CPR/First Aid certification
- Valid Arizona Driver License and proof of automobile insurance (as applicable)

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 participants or to the public and to convey detailed spoken instructions to other workers accurately or quickly
- Provide CPR/First Aid
- Must be able to lift up to twenty-five pounds

Emerge is an Equal Opportunity Employer

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