



HOTLINE SERVICES TRAINING COORDINATOR

REPORTS TO: Supervisor Of Hotline Services

DEPARTMENT: healingSpace

EMPLOYMENT TERMS: Full-time

ORGANIZATION HISTORY AND IMPACT:

YWCA Northern New Jersey [NNJ] is on a mission to eliminate racism, empower women, stand up for social justice, help families, and strengthen communities. We are one of the oldest and largest women's organizations in the nation, serving over two million women, girls, and their families.

YWCA NNJ has been at the forefront of the most pressing social movements for 160 years — from voting rights to civil rights, from affordable housing to pay equity, from violence prevention to health care reform. Today, we combine programming and advocacy in order to generate institutional change in three key areas: racial justice and civil rights, empowerment and economic advancement of women and girls, and health and safety of women and girls.

Today, YWCA NNJ is powering change by addressing the immediate needs of women and girls and the root causes of those needs. We pride ourselves on delivering services and programs designed to meet the unique requirements of local communities across our country.

YWCA NNJ is tackling the most challenging and pressing social justice issues facing our constituents:

- Working to end gender-based sexual harassment and violence.
- Providing affordable and educationally driven childcare and after-school programs.
- Increasing access for women and LGBTQ+ and other marginalized communities to fair workplaces, reproductive health care, and safety.

Our vision of a world where all women and girls are free ignites our collective imagination, guides our organizational practice, and is the constant benchmark we strive toward. In service of this vision, we lead strategic initiatives and policy campaigns to fight for the rights of women and girls, while centering people of color.

PRIMARY PURPOSE:

The Hotline Services Training Coordinator will support volunteer, education, prevention, and management efforts including: volunteer recruitment; volunteer retention, recognition and scheduling of hotline, accompaniment, and supervisor shifts (see staff supervisor/accompaniment job description); the planning, facilitation, and maintenance of initial and ongoing training; This position provides coverage as an on-call advocate.

RESPONSIBILITIES:

- Assist Supervisor of Hotline Services with the hotline services, including all functions relating to the operation of the healingSPACE 24/7 hotline
- Schedule and act as main facilitator of 40+ Hour Confidential Sexual Violence Advocate Training as directed by Supervisor of Hotline Services
- Assist Supervisor of Hotline Services with functions relating to healingSPACE chat/text features
- Assists with and/or initiate the coordination and facilitation of monthly CVSAs meetings to increase volunteer retention
- Assists with data entry related to the 24-hour hotline and accompaniments
- Maintain up-to-date training materials for community education efforts related to sexual violence, support, prevention, advocacy, and counseling.
- Provide crisis intervention; provide on-call coverage for the hotline and virtual and/or in-person accompaniments, including scheduled overnight coverage.
- Assist with 24-hour hotline coverage and accompaniments to local hospitals for SART activations; Weekend availability is required
- Serve as 24/7 on-call coverage to assist with matters that may arise from outside vendors (RAINN, iCarol)
- Collaborate with Supervisor of Hotline Services and Clinical Hotline Supervisor in matters related to self-harm, danger to others, or child abuse to assess need and ensure hotline advocates follows appropriate policy and procedures
- Maintain volunteer files and agency forms as required
- Update and maintain all volunteer onboarding paperwork
- Respond to callers on the hotline by providing crisis intervention, emotional support, information and/or referral.
- Perform general administrative support such as answering program correspondence, generating reports, entering client data from hotline/accompaniment shifts and other outreach and prevention activities
- Adhere to agency policies and work rules, including confidentiality and code of ethics
- Participate in agency staff meetings and other team meetings as required by department director
- Attend healingSPACE and YWCA trainings and continuing education activities as assigned
- Other duties as assigned by Supervisor of Hotline Services and Program Director
- Demonstrated effectiveness in communicating ideas clearly, both verbally and in writing.
- Experience providing assistance to survivors of sexual violence either individually or as a member of a collaborative infrastructure such as a community or college based SART team
- Crisis intervention experience.
- Demonstration of cultural awareness, sensitivity, and competency.
- Has or acquires basic knowledge of YWCA computer system and programs.
- Demonstrates maturity and professionalism; ability to handle sensitive and confidential situations with discretion.

- Must be able to work independently, along with the ability to work well with others in all healingSPACE/YWCA departments

Licensing and/or Certifications:

- Will be required to complete and maintain credentials as a Confidential Sexual Violence Advocate (CSVA) for New Jersey

PROFESSIONAL QUALIFICATIONS:

- Bachelor's degree in a social science discipline such as Social Work, Women's & Gender Studies, Sociology, Psychology, Human Services or related field.
- Experience providing crisis intervention services and victim services preferably within sexual violence.
- Experience working with people from diverse backgrounds.
- Experience working with volunteers.
- Valid New Jersey Driver's License and willingness to travel as needed.
- Commitment to serving all clients in a manner which facilitates healing and empowerment.
- Commitment to the YWCA and healingSPACE missions.

Physical Requirements:

- This position spends considerable time doing phone and computer data entry work.
- Must be able to travel to different locations as described below.

Travel:

This position requires travel within the community it serves, and also to accompany survivors to the hospital, court hearings or other locations. Must be willing to travel within New Jersey as needed. Must have access to transportation for scheduled and impromptu accompaniments.

PERSONAL QUALIFICATIONS:

- The selected candidate must be passionate about promoting racial equity and inclusion at personal, organizational and systems levels; Understands the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.
- The selected candidate must be passionate about YWCA NNJ's mission and vision. They must be a strong leader with a track record of success in fundraising and increasing brand awareness, with the ability to reach a broad array of stakeholders and further the organization's movement.
- The successful candidate will be an articulate storyteller and bring a passion and energy for news and communications across all platforms. They will have the ability to work effectively with and gain the respect of multiple constituencies, including senior executives and decision-makers, individual and institutional partners at all levels, and staff and team members across departments.

YWCA NNJ is an Equal Opportunity Employer committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, and service partners. Therefore, YWCA employment, advancement and leadership recruitment processes ensure diversity in terms of age, color, disability, ethnicity, gender, gender identity or expression, marital status, origin or ancestry, race, religion, sexual orientation, genetic information, and/or military or veteran status.