



Helpline Supervisor Job Description

WTLC is an equal opportunity employer

Job Title	Helpline Supervisor
Specialty	<input checked="" type="checkbox"/> Shelter/Center <input type="checkbox"/> Housing <input type="checkbox"/> Community <input type="checkbox"/> Legal
FLSA	Full-Time; Non-Exempt, \$22.11/hr., \$46,000 annual

WTLC believes all individuals have a right to a safer and healthier life and therefore, every day we work toward ending the cycle of violence. It's challenging, the results are not immediate, some days the issues seem insurmountable, but when you dig deeper you see the importance of your work, your role, and this serves as a catalyst to continue the journey. Sleeves rolled up, we are in this work until the end; and we are looking for others to join us in our mission.

JOB PURPOSE

Under the direction of the Center Manager, the Helpline Supervisor provides supervision to helpline advocates, interns, and volunteers for WTLC's 24/7 Helpline to ensure callers receive the highest level of customer service. Utilizing a trauma-informed care approach, the Helpline Supervisor coordinates helpline trainings, updates and disseminates resource/referral lists to community partners, and ensures data is properly captured in Apricot.

QUALIFICATIONS

- Bachelor's degree in Sociology, Human Services, Psychology, or related field
- Experience serving diverse communities
- Minimum of two (2) years of professional experience in the social services sector
- Bilingual in Spanish – the prevailing non-English language of participants
- 40-Hour Domestic Violence Training Certified
- Has not been a participant of WTLC services for at least three (3) years
- Possession of a current and valid California driver's license, a car, liability insurance which meets California State minimum requirements and an acceptable driving record
- Successful completion of a pre-employment background check

GENERAL DUTIES AND RESPONSIBILITIES

- Supervise Helpline Advocates and provide overall direction to the Helpline Program
- Coordinate trainings for all staff who support the helpline
- Maintain resource list and disseminate to partners in the community
- Provide individualized, flexible, support, and advocacy to survivors who reach out to WTLC through the helpline.
- Assess for risk and provide safety planning and information to clients on the helpline.
- Help identify callers' needs including crisis interventions.

- Assist in accessing emergency shelter, motel, transportation, and other immediate needs.
- Provide information about domestic violence and human trafficking, and referrals to link caller to service providers
- Provide support and resources that strengthen families and child development
- Support participants in creation and evaluation of safety plans, provide education on their rights, and connect them to community services and resources
- Communicate effectively with other team members
- Complete, maintain, and ensure participant records that document services provided are entered into WTLC's database (Apricot) in a timely and accurate manner
- Attend all mandatory meetings and trainings to enhance knowledge and skills and keep informed of the organization's plans and programs, as assigned
- Provide support to all other program staff, as needed
- Transport participants and/ or their children to various locations as needed
- Other duties may be assigned

SPECIALIZED DUTIES AND RESPONSIBILITIES

Please refer to the checked box

<p><input checked="" type="checkbox"/> Shelter/Center</p> <ul style="list-style-type: none"> • Work with participants to develop and maintain relevant and meaningful case plans • Conduct shelter assessment and intakes; provide orientation to the Shelter program • Monitor shelter security and participant's safety • Oversee and engage in shelter and center environment and activities, facilitate problem-solving for participant conflicts, encourage and model appropriate interactions; mediate conversations that lead to conflict resolution • Supervise visits and safe exchanges of non-custodial parent with their children 	<p><input type="checkbox"/> Housing</p> <ul style="list-style-type: none"> • Monitor and support participant's progression through their housing search plan • Create and maintain lists of available housing options • Assist participants with housing applications, complete subsidized housing paperwork, and survey rental market for affordable housing • Act as a liaison between various housing authorities and landlords • Gain knowledge of the rules and regulations of various housing programs • Recruit and train potential landlords for shared-living tenancies
<p><input type="checkbox"/> Community</p> <ul style="list-style-type: none"> • Develop and facilitate community prevention education trainings and presentations • Engage with people at resource fairs and community outreach events • Connect community residents with WTLC's services • Outreach to survivors through law enforcement advocacy calls • Network with schools, businesses, faith-based communities, and services providers to provide trainings and presentations 	<p><input type="checkbox"/> Legal</p> <ul style="list-style-type: none"> • Provide information and education on restraining orders, family, civil, and criminal courts, immigration laws, and other legal procedures • Support participants with all phases of restraining orders, including assessment, form preparation, filing assistance, hearing preparation, court accompaniment, and other activities • Assist participants with U and T-Visa applications, VAWA self-petitions, Adjustment of Status, and other immigration matters

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Alternate work schedule (4/10) or regular (5/8) schedule, flexible to work evenings, weekends and overnight, as needed. Regularly required to sit and use hands and fingers; intact vision abilities required. Occasionally required to lift and/or move heavy objects.