



AFSSA

ASIAN FAMILY
SUPPORT SERVICES
OF AUSTIN

Hotline & Intake Services Coordinator

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About AFSSA:

Started in 1992, *Asian Family Support Services of Austin* is a non-profit organization that exists to break the cycle of violence in Asian and immigrant communities through Education, Advocacy, and Empowerment. AFSSA empowers Asian survivors of domestic violence and sexual violence, improves their access to services, and increases community awareness of various forms of gender-based violence and oppression.

AFSSA is guided by its core values: Prevention, Advocacy, Responsiveness, and Transformation.

AFSSA is committed to providing the highest quality, client centered and strength based services.

POSITION SUMMARY

The Coordinator will oversee and coordinate Hotline and Intake operations for the entire agency using holistic services that consider cultural, language and religious dynamics that are traditional barriers to the Asian and immigrant community. This position is responsible for the implementation, facilitation and evaluation of the hotline and intake program objectives. The Coordinator will analyze weekly client services data, inclusive of hotline and intake services, and make recommendations about administrative, and operations procedures and protocols that support compliance, improve client service delivery, and align with community education and outreach efforts and the whole agency. The Coordinator ensures accessible, trauma-informed, and client-centered hotline access 24/7/365 for all clients across all programs and is ultimately accountable for client experience and program quality.

This position will report directly to the Manager of Domestic and Sexual Violence Services.

Essential Job Functions:

- With program managers, oversee all aspects of AFSSA 's 24-hour hotline and intake including the development and implementation of best practices and protocols.
- Managing hotline software including hotline routing, process documentation, monitoring and testing the functionality.
- Working with Program Managers to determine hotline schedule and holiday coverage.
- Effectively implement the hotline and intake coordination process.
- Review and compare phone service options to ensure the technology being used best fits the needs of clients who access the AFSSA's 24/7 Hotline.
- Develop current and applicable hotline and intake resources, information, and training materials.
- Facilitate and coordinate ongoing trainings for staff, volunteers, and hotline advocates on hotline and intake protocols.

- Analyze service and hotline statistics and generate observations, findings, conclusions, and recommendations to respond to client needs during the intake process and through participation in AFSSA programs and services.
- Ensure all data are entered into Osnium and that all client advocates' data are also accurate and timely.
- Provide effective and measurable outreach for hotline and intake services.
- Assist with planning and evaluation of the hotline program, including requesting resource allocations and changes within the agency budget process.
- Ensure completion of needs assessments for effective direct service delivery.
- Adhere to all agency, state and federal policies and regulations including confidentiality of disclosure.
- Incorporate the use of trained volunteers, coordinate scheduling, and retention management of hotline volunteers.
- Ensure that advocates, volunteers, and interns maintain proper client files, statistics and intake forms including bio-psycho-social-spiritual assessments, individual case plans and/or reports; ensure all files are complete and up to date.
- Assist with agency intakes and provide advocacy, support, safety planning and other crisis related services during and outside of office hours, including a reduced caseload.
- Provide logistical support and check-ins to part-time hotline advocates.
- Coordinate with Manager of Domestic and Sexual Violence Services to ensure intake paperwork and hotline manuals are updated and within compliance.
- Adhere to all agency, state and federal policies and regulations.
- Perform other duties as assigned.

Required knowledge, abilities, and skills:

- Bachelor's degree in Counseling, Criminal Justice, Social Work, Public Health, Psychology or other related field and two years' experience with advocacy or case management, domestic violence services, sexual assault intervention, counseling, and/or crisis management OR an equivalent combination of education and experience
- Experience in data analysis
- Experience in trauma-informed service provision
- Knowledge of culturally-grounded service provision to traditionally underserved populations
- Knowledge of Asian cultures, respect for all cultures, and ability to interact with diverse groups
- Knowledge and proficiency in the use of computers, internet searches, smartphone devices and other software packages
- Must be willing to be on call evenings and weekends
- Must submit to and successfully complete a background investigation
- Must have own transportation to travel frequently within the metropolitan area
- Ability to maintain effective relationships with staff, volunteers, community and national partners
- Ability to plan and organize work in an effective and timely manner
- Ability to maintain flexible schedule in accordance with program needs
- Strong familiarity with one or more Asian languages preferred
- Knowledge of Central Texas area community resources preferred
- Knowledge of gender-based violence issues and their impact on individuals and families and experience working with individuals who have experienced trauma preferred

SPECIFICATIONS:

- **FLSA Status:** Full-Time Non-Exempt
- **Salary Range:** \$48,000
- **Benefits:** Paid Time-Off (PTO), official holidays, health insurance, retirement benefits.
- **Hours:** 40 hours per week, including evenings and weekend commitments
- **Required:** Valid U.S. work permit
- **Note:** This position is subject to grant funding