

# Hotline & Intake Services Coordinator

## **ABOUT ASIAN FAMILY SUPPORT SERVICES OF AUSTIN (AFSSA)**

AFSSA is a non-profit organization located in Austin, Texas with a staff of thirty-seven professionals who are passionate about breaking the cycle of violence in Asian and immigrant communities. Through education, advocacy, and self-advocacy, we empower Asian survivors of sexual violence, domestic violence, and human trafficking by improving their access to services, and increasing the community's awareness of the various forms of gender-based violence and oppression.

AFSSA supports our dedicated team of professionals by providing medical, dental, and vision insurance at no cost to our employees. AFSSA demonstrates a level of care for our employees that includes competitive compensation, generous PTO, and comprehensive benefits. Time-off includes up to: 208 hours of paid time off; 40 hours of Floating Holidays; 48 hours of Official Holidays; and Comp time. AFSSA also offers a 401k retirement program with an employer match.

*Guided by our core values of Prevention, Advocacy, Responsiveness, and Transformation, AFSSA provides high quality, client-centered, and strength-based survivor and community services in Central Texas.*

## **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 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 VELA 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.
- Participate in the Sexual Assault Medical Accompaniment Program by being on call on the assigned week and be dispatched as needed to fulfill program expectations.
- Being able to take hotline shifts from the office during business hours.
- 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:** \$55,000
- **Benefits:** 100% employer paid health, dental and vision insurance. 401k program (up to 3% employer match). Generous Paid Time-Off (PTO, accrued semi-monthly @ 8 hrs per pay period), five (5) Floating Holidays, six (6) Official Holidays, and Comp time.
- **Hours:** 40 hours per week, including evenings and weekend commitments
- **Required:** Valid U.S. work permit
- **Note:** This position is subject to grant funding

***AFSSA is an equal opportunity employer and does not discriminate on the basis of age, sex, race, language, ethnicity, religion, national origin, gender, gender expression, gender identity, marital status, sexual orientation, or status as a veteran with a disability.***

**POSTING SCRIPT:**

Salary:

FLSA Status: Exempt

Blurb.....