

CASA MYRNA

JOB DESCRIPTION

Bilingual SafeLink Hotline Assistant Coordinator **Friday-Monday, 9am-6:15pm.**

Casa Myrna is Greater Boston's foremost provider of solutions to end domestic and dating violence. The agency maintains three residential programs in Boston for women and children made homeless by domestic violence, a comprehensive range of supportive services provided at the programs and at the main office, and SafeLink, the only statewide 24/7 domestic violence hotline in Massachusetts. Reporting to the SafeLink Coordinator, the Assistant Coordinator is responsible for the day-to-day coordination of services provided by the SafeLink hotline on days when the SafeLink Hotline Coordinator is not in the office.

Principal Duties and Responsibilities

- Oversees staff and volunteer advocates working at the hotline on days when the SafeLink Coordinator is not in the office, including maintaining communication with staff, monitoring hotline calls and providing support, assistance, and coaching to advocates when needed.
- Provides individual coaching with staff and volunteers present during assigned shifts (Fridays, Saturdays and Sundays) for the purpose of providing support, feedback and help in meeting their professional goals.
- Meets for weekly supervision with the SafeLink Coordinator to discuss any relevant topics related to the hotline, including but not limited to providing feedback on staff, reviewing and updating resources and other ongoing projects.
- Builds a strong team of advocates by participating in recruiting and training new SafeLink staff.
- Participates in outreach activities to promote the services of Casa Myrna and SafeLink.
- Assists in preparation and facilitation of monthly clinical team meetings.
- Assists the SafeLink Coordinator in compiling reports and ensures all information is accurate, complete and meets the organization's deadlines.
- Participates in the on-call rotation.
- Responsible for other duties as assigned by SafeLink Coordinator, including conducting regular projects related to updating and improving SafeLink's best practices.
- Maintains and updates the SafeLink resource database, including researching new resources and determining their relevance to SafeLink's services.
- Assists the Assistant Coordinator in developing, reviewing and updating guidelines and procedures, including reviewing and updating the SafeLink Guidelines and Procedures Guide.

Qualifications and Requirements

- Bachelor's degree or 3 years experience providing direct service in a human services organization, which includes a minimum of one year experience working in a community organization or social service organization doing crisis intervention, counseling, advocacy or hotline work.
- Strong interpersonal skills, verbal and written communication skills and leadership skills.
- Excellent crisis-management skills.

- Demonstrated ability to utilize appropriate communication techniques when responding to callers that shows sensitivity to the caller's needs.
- Ability to work independently and as part of a team.
- Familiarity with statewide agencies and resources for homeless and at-risk populations
- Must be able to work with diverse cultural and socio-economic backgrounds.
- Strong organizational skills.
- Maintains professional boundaries at all times.
- Good computer skills.
- Fluency in English and Spanish is required.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee regularly is required to stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls; and reach with hands and arms.

The employee frequently lifts and/or moves binders of printed material. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies:

1. Ability to deliver services in the manner that supports Casa Myrna's philosophy of service.
2. Supervision, staff development and team building.
3. Decision making.
4. Communication and interpersonal skills.
5. Planning and organizational work.
6. Initiative and problem solving.
7. Knowledge of the dynamics of domestic violence and available resources.
8. Cultural competency-- understanding the concept of diversity and inclusivity.
9. Commitment to the issue of domestic violence.

Salary:

Location: Boston (South End), MA

Approx Start Date: ASAP

Casa Myrna is an equal opportunity employer committed to workforce diversity.

Please submit cover letter and resume to jobs@casamyrna.org