

## Anew: Building Beyond Violence and Abuse

### Job Posting

<b>Title:</b> Bilingual Crisis Intervention Supervisor	<b>Department:</b> Housing
<b>Type:</b> Full-time	<b>Reports To:</b> Director of Housing
<b>Classification:</b> Non-exempt	<b>Supervises:</b> Crisis Intervention Staff

#### Job Summary:

The Crisis Intervention Supervisor is a member of Anew: Building Beyond Violence and Abuse's Housing Program. The Crisis Intervention Supervisor will work collaboratively with the Director of Housing in direct client services and administrative management of the Crisis Intervention program ensuring smooth operations and a safe and confidential environment for clients. Responsibilities will include overseeing direct client services, coordinating with shelter and transportation vendors, developing resources/referrals, reviewing/managing client paperwork and supervising program staff. Additionally, the Crisis Intervention Supervisor will provide direct hotline and crisis intervention/shelter services with a trauma informed care approach. Collaborations with other agency staff and programs as well as with other domestic violence agencies to provide 24-hour hotline crisis intervention, access to emergency shelter and a coordinated response for community members impacted by domestic violence.

Our ideal candidate is an outgoing, compassionate individual who can relate effectively with people of diverse cultural backgrounds, education levels, ages, and experiences. The candidate must be able to demonstrate empathetic and non-judgmental attitudes as work responsibilities involve direct services to individuals fleeing or attempting to flee domestic violence. We are looking for a candidate who is positive, dedicated and a team player. This individual must have experience with emergency hotlines and/or shelters. A good understanding of domestic violence dynamics is imperative to appropriately work with this population. The individual in this position must demonstrate knowledge about trauma-informed care and provide empathetic, and supportive services to families impacted by domestic violence. Our ideal candidate has experience providing supervision to those providing direct services. The individual in this position will be required to take initiative and work independently, yet communicate well, coordinate services and work as a team when needed. The ideal candidate is flexible and able to handle multiple demands as this position includes a wide variety of duties including direct client work, crisis intervention, staff supervision and administrative tasks. Schedule flexibility is important and strong time management and organizational skills are necessary. The candidate should also be able to think critically and creatively to be able to make decisions that are in the best interest of those we serve, our staff and our agency.

#### Duties and Responsibilities:

- Oversee Crisis Intervention Program which includes 24-hour hotline and emergency shelter services in coordination with the Director of Housing to support the Anew mission, values, and strategic plan.
- Assist with the hiring, onboarding, training, and ongoing supervision of staff in coordination with the Director of Housing.

- Provide hotline coverage and crisis intervention as part of the team.
- Meet with clients for direct advocacy as needed.
- Develop and implement service plans to ensure client discharge plans are adequately addressed.
- Manage monthly staff schedules to insure 24-hour coverage of the hotline and crisis intervention services.
- Coordinate services and maintain strong working relationships with transportation services, shelter sites and other vendors as needed.
- Provide advocacy for clients with other programs and agencies as needed.
- Provide a safe and trusting environment for staff and interns to give constructive feedback and support professional growth.
- Provide on-call supervision to staff in coordination with the Housing Director.
- Review and submit all expense and purchase requests in compliance with Anew's fiscal policies.
- Manage gift card database, petty cash, and other program financial records related to the Crisis Intervention Program in compliance with Anew's fiscal policies.
- Compile and maintain listing of outside agency resources for purposes of assisting hotline callers and emergency shelter clients with appropriate referrals.
- Network with other DV agencies to maintain strong community partnerships to best support client services.
- Participate in and represent Anew at various networking committees to support client services as assigned.
- Assist with compliance regarding rules, regulations and outcome measures mandated by agency and funding sources in coordination with the Director of Housing.
- Monitor all intakes and client records for accuracy and compliance with standards established by agency, funders, and confidentiality-related laws.
- Ensure client-related documents are submitted by established deadlines for entry into InfoNet and other client databases.
- Monitor program databases and ensure they are up to date and complete by month's end.
- Submit required monthly reports and statistics on the Crisis Intervention Program projects per established deadlines.
- Coordinate with the Director of Housing regarding programmatic updates and changes.
- Update and maintain Program Training Manual and program forms in coordination with the Director of Housing.
- Co-facilitate regular staff meetings with staff in coordination with the Director of Housing.
- Meet with the Director of Housing on regular basis to ensure program compliance and efficacy, and for supervision.
- Complete and submit program related paperwork and timesheets per established deadlines.
- Assist Director of Housing with probationary and annual reviews per established deadlines.
- Promote Anew services, mission, and values in all aspects of employment.
- Assist with trainings, community outreach, and special projects as assigned.
- Obtain CDVP Certification within one year of hire and maintain certification with support provided by Anew.
- Attend all required staff meetings and quarterly All Staff meetings.
- Attend additional trainings and other DV-related meetings as assigned by Director of Housing.
- Work with other staff to maintain open communication and to develop a team approach.
- Other duties as assigned.

**Qualifications:**

- Bachelor's Degree in human services or related field preferred, and/or equivalent work experience.
- Written/Verbal Bilingual Spanish/English required.
- At least 1 year experience providing hotline and/or crisis intervention services required.
- At least 1 year experience providing supervision or direct management of staff required.
- Completed 40 Hour Domestic Violence Training, preferred. Will be provided by Anew as needed.
- Obtain CDVP certification within one year and maintain certification with support provided by Anew.
- Knowledge of domestic violence dynamics, trauma informed care and the effects on adults and children.
- Previous experience in domestic violence, sexual assault, or interpersonal violence and abuse services or advocacy preferred.
- Proficiency in basic computer programs including Microsoft Word, Outlook, Excel and Windows-based databases.
- Ability to work independently and apply critical thinking skills.
- Excellent written and verbal communication skills and interpersonal skills.
- Detail oriented with strong problem-solving skills.
- Strong organizational and time management skills.
- Ability to work well as a team member and effectively communicate with others.
- Ability to handle sensitive information in a confidential manner required.
- Ability to adhere to the Anew value statements.
- Must be able to operate general office equipment.
- Must have reliable transportation, proof of insurance, and a valid driver's license.
- Must be able to stand/walk for periods of time and lift up to 25 lbs.
- Flexibility in scheduling is a must. Some evenings and possible Saturday hours required.

**Compensation and Benefits:**

The hiring range for this position is \$23.82 – \$29.65/hour for 35 hours per week. This pay rate includes the \$0.50 differential provided for Spanish speaking hires. Anew offers benefits including 14 paid holidays; 20 days of Paid Time Off (PTO) annually; medical, dental, vision and life insurance; short-term and long-term disability; and the ability to contribute to our 403(b) plan with 3% company matching. This position is also eligible for Aflac benefits.

If you are interested in applying for this position, please email your cover letter and resume to [careers@anewdv.org](mailto:careers@anewdv.org).

Anew is an equal opportunity employer and values a diverse workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, genetic information, age, disability status, veteran status, or any other category protected by law.

For more information about Anew: Building Beyond Violence and Abuse, please visit our website at [www.anewdv.org](http://www.anewdv.org).