

# CRISIS SERVICES

## JOB DESCRIPTION

<b>JOB TITLE:</b>	NYS D/SV Hotline Supervising Counselor
<b>IMMEDIATE SUPERVISOR:</b>	Advocate Program Coordinator
<b>MAIN FUNCTION:</b>	Assist Coordinator in the implementation, development, direction and oversight of the New York State Domestic and Sexual Violence Hotline. Assist in hotline operations and oversight, staff supervision, staff recruitment, training; perform direct client service activities as needed.
<b>DUTIES AND RESPONSIBILITIES:</b>	<p>Provide Clinical direction and operation oversight of the New York State D/SV Hotline services</p> <p>Ensure Culturally and Linguistically Competent services are provided to callers</p> <p>Provide clinical supervision of staff on a day-to-day basis</p> <p>Supervise, monitor and evaluate program staff and Volunteers</p> <p>Coordinate/Manage 24 hour program staffing and on-call schedule</p> <p>Monitor and assure effective program communications</p> <p>Provide and/or maintain 24-hour consultation to counselors</p> <p>Monitor I carol call reports for supervisory and customer service monitoring</p> <p>Prepare statistical and other program reports as required</p> <p>Assist with the recruitment and training of staff</p> <p>Participate in quality assurance activities</p> <p>All other duties as assigned by the coordinator of the Advocate Program.</p>
<p><b>QUALIFICATIONS</b></p> <p>Master's degree in social work, psychology or other related degrees</p> <p><b>PLUS</b></p> <p>Two (2) years full-time paid experience in delivery of human services preferably supervisory experience and experience working with survivors of domestic violence and sexual violence</p>	