



JOB DESCRIPTION

Job Title: Crisis Line Operations Coordinator
Supervised By: Survivor Advocacy Program Lead
Supervises: None
Classification: Exempt, Full-Time, Salary
Date: October 2022

Position Summary

KAN-WIN operates a 24-hour/7 days-a-week crisis line for survivors of gender-based violence. Trained staff and volunteers answer the calls to provide a non-judgmental, listening ear to survivors, conduct safety planning, provide information and referral and more. Crisis Line Coordinator will be responsible for managing the operations of the crisis line as well as recruiting and training new volunteers. Details below.

Organizational Summary

KAN-WIN's mission is to eradicate gender-based violence, including domestic violence and sexual assault, especially for women and children across Asian American communities and beyond through culturally competent services, community engagement, and advocacy. To learn more about our programs, go to www.kanwin.org

Studies have shown that women, nonbinary folks, and People of Color are less likely to apply for jobs unless they believe they meet every single one of the qualifications described in a job description. We are committed to building a diverse and inclusive organization and we are most interested in finding the best candidate for the job. That candidate may be one who comes from a background less traditional to our field of work, and that's okay! We strongly encourage all interested candidates to apply.

Responsibilities:

Crisis Line Operations

- Manage KAN-WIN's crisis line operations.
- Implement the crisis line schedule with staff and volunteers to ensure 24/7 operations.
- Conduct intake meetings with callers who wish to obtain services beyond the crisis line.
- Work as a team with other staff members to ensure that callers are connected to services in a holistic manner.
- Troubleshoot the telephone system to ensure continuity of service in an accurate manner.

Recruitment and Supervision of Volunteers for Crisis Line

- Develop strategies to recruit volunteers for the crisis line.
- Provide regular training and organize monthly case review meetings for volunteers.
- Coordinate stipends for volunteers.

Crisis Line Outreach and Promotion

- Outreach and promote crisis line service in the community.
- Develop and organize community resources and make appropriate referrals to meet various caller's needs.

Service/Program Data Management and Reporting (10%)

- Maintain service data as well as collect and maintain other relevant data for the program's service delivery and grant responsibilities.

Organizational Duties (10%)

- As needed, assist and participate in organizational activities such as program development and special events.
- Participate in staff meetings and case review sessions.
- Perform other duties as assigned or requested.

Qualifications: (to be completed for any new hiring process)

- Ability to speak an Asian language highly preferred
- Strong commitment to KAN-WIN's mission, values, and goals to enhance culturally & linguistically competent services and programming
- Empathetic, non-judgmental listening skills
- Ability to provide as well as take constructive feedback
- Strong interpersonal and teamwork skills
- Works effectively with diverse staff and service population

Work Environment:

- Hybrid working environment.
- This role routinely uses standard office equipment such as computers, phones, photocopiers, scanners, and filing cabinets.
- While performing the duties of this job, the employee is regularly required to talk or hear.
- Workplace is a smoke- and drug-free environment.
- Equal Opportunity Employer. Decisions and criteria governing the employment relationship with all employees are made in a non-discriminatory manner, without regard to race, ethnicity, creed, religion, color, sex, sexual orientation, gender identity or expression, age, national origin, citizenship status, military service and/or marital status, order of protection status, handicap, disability, or any other factor determined to be unlawful by federal, state, or local statutes.

Compensation:

Entry level: \$38,000~\$46,440 DOE. Open to adjustment for candidates with previous experiences in answering crisis lines.

Benefits:

- 403(b) retirement plan with employer match
- 11 Paid holidays with floating holidays

- 19 Paid-time offs for first year
- Health insurance
- Dental insurance
- Hybrid working environment

How to Apply

This job is open for online applications;

To apply, send the following to: hr@kanwin.org. Please specify “Application for Crisis Line Coordinator” in subject line, and attach the following materials:

- Resume
- A list of three references