



AFSSA
asian family support
services of austin

PREVENT ADVOCATE RESPOND TRANSFORM

Coordinator - Hotline & Client Services

10.22.2024

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: 192 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

This position reports directly to the Manager of Sexual Violence Services.

Using a holistic approach to service delivery, the Coordinator will oversee and coordinate Hotline and Client Services for the Direct Services team. In an effort to lower barriers to service, the Coordinator will be mindful of the cultural, language, and religious dynamics within Asian and immigrant communities. This position is also responsible for providing culturally-grounded and trauma-informed supportive client services for survivors of domestic violence, sexual violence and sex trafficking and will assume a small client caseload.

Working with the Manager and Director, the Coordinator will organize and execute client-centered events sponsored by Direct Services. Events include but are not limited to Ramadan, Back-to-School, and Client Holiday Party.

This position is responsible for the implementation, facilitation and evaluation of hotline and client service program objectives. The Coordinator will analyze weekly client services and hotline data, and make recommendations about: administrative and operational protocols that support compliance; delivery of client services; and ways to better align with the other departments within the agency. The Coordinator will ensure the Hotline is operational 24/7/365, and will be available at all times. The Coordinator ensures the Hotline Advocates and AFSSA staff are appropriately trained to provide trauma-informed hotline services. The Coordinator is accountable for client experience and quality control.

ESSENTIAL JOB FUNCTIONS:

Hotline

- Oversee all aspects of AFSSA's 24-hour hotline including the development and implementation of best practices and protocols.
- Management of the Hotline includes, but is not limited to: understanding the hotline software; daily routing and rerouting of numbers; Regular monitoring and testing the functionality of the hotline; maintenance of process documentation.
- Provide logistical support and check-ins to part-time hotline advocates.
- Working with Program Managers, determine hotline schedule and holiday coverage.
- Effectively implement the hotline and client services coordination process.
- Review and compare phone service options to ensure the technology being used best fits the needs of clients who access AFSSA's 24/7 Hotline.
- Develop and maintain a list of current hotline resources, information, and training materials.

- Facilitate and coordinate ongoing trainings for staff, volunteers, and hotline advocates on hotline protocols.
- Analyze service and hotline statistics and generate observations, findings, conclusions, and recommendations to respond to client needs throughout the life cycle of a client.
- Ensure all data are entered into VELA and that all client advocate's data are also accurate and timely.
- Assist with planning and evaluation of the hotline program, including requesting resource allocations and changes within the agency budget process.
- Adhere to all agency, state and federal policies and regulations including confidentiality of disclosure.
- Incorporate the use of trained volunteers into the Hotline program. Work with the Volunteer & Intern Coordinator to schedule 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.
- Adhere to all agency, state and federal policies and regulations.
- Perform other duties as assigned.

Events (for example Ramadan, Back-to-School, Holiday Party, etc.)

- Maintain mailing and participant lists, both pre and post event.
- Communicate event logistics with clients and community participants.
- Build relationships and communicate with community partners about event sponsorships and resource donations.
- Perform other duties as assigned.

Advocacy

- Provide advocacy, support, safety planning and other crisis related services during and outside of office hours, for a limited caseload.
- Coordinate with Manager of Domestic Violence and the Manager of Sexual Violence Services to ensure client paperwork and hotline manuals are updated and within compliance.
- Respond to the needs of trafficking survivors.
- Perform other duties as assigned.

Occasional Duties

- Hotline shifts
- Hospital accompaniment shift every 2-3 months

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 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

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