New Beginnings empowers survivors and mobilizes community awareness and action to end domestic violence.

Job Announcement

CENTRALIZED KING COUNTY HELPLINE PROGRAM DIRECTOR
King County, WA

Join a dynamic team of professionals working to advance New Beginnings’ critical mission to end domestic violence. This is a great opportunity for the right individual to build a powerful new source of support for survivors throughout King County by creating a centralized domestic violence helpline from its infancy. Our Executive Director and our management team pride ourselves on collaboration and experimentation—all that’s missing is you!

New Beginnings strives to build a meaningful, welcoming and equitable workplace, inclusive of diverse voices, experiences and perspectives. New Beginnings is an equal opportunity employer. Survivors, people of color and LGBTQ people strongly encouraged to apply.

RESPONSIBILITIES:
This management position will help establish and then manage a first-ever, centralized 24-hour Domestic Violence Helpline on behalf of domestic violence agencies throughout King County, Washington. The Helpline Program Director will assume a leadership role in creating, implementing and managing a multi-lingual, multi-modal Helpline that provides callers immediate emotional support, crisis intervention, information and harm reduction strategies; a doorway to access advocacy and housing services through diverse local agencies; and information and skill building to promote community involvement with DV intervention and prevention.

REPORTS TO: Executive Director

HOURS: 40 hours per week, primarily Monday through Friday with flexible hours as needed to ensure high quality management of 24-hour Helpline operations.

COMPENSATION: $70,000 + DOE. Full-time exempt position; medical, dental and vision benefits; life insurance; retirement contribution; paid time off, education leave and allowance.

RESPONSIBILITIES:

Helpline Establishment
Collaborate with the Executive Director, Helpline consultant and community partners to plan all aspects of Helpline operations, ensuring that Helpline design is survivor-centered, trauma informed and responsive to the needs and voices of the most marginalized survivors. Hire Helpline staff and coordinate training and orientation processes to provide a foundation for the highest possible quality of service. Develop appropriate protocols for Helpline services.

Ongoing Program Implementation

Program Vision and Quality
Ensure that high quality, confidential, culturally responsive, language accessible and effective phone, chat and/or text services are provided to survivors and others in the community who wish to support survivors or learn about domestic
violence. Ensure that program strategies reflect and contribute to agency efforts to promote equity and social justice. Lead development of short and long-term Helpline strategic goals. Identify and implement new or innovative program methods to ensure ongoing quality improvement. Collaborate with New Beginnings’ directors and community partners to develop and implement an appropriate program evaluation system to continually build knowledge and improve services.

**Helpline Management**

Provide overall management of the Helpline, using technology to support efficient and effective operations and implement sound performance management practices. Utilize call analytics and hotline performance trends to develop effective action plans and implement process improvements. Update Helpline policies and procedures as needed and ensure referral listings and other resources for use by Helpline Advocates are up to date. Ensure adequate coverage for round the clock Helpline services. Maintain program operations within the scope of grant and contract funding eligibility requirements. Support the Executive Director’s preparation of the annual budget by anticipating program expense needs and monitor adherence to the program budget on a regular basis throughout the year. Assure that other necessary program administrative tasks are completed and approve supervisee expense requisitions and reimbursements. Provide support and call debriefing on occasion as needed by Helpline Advocates staffing phones during non-business hours. Handle caller grievances as necessary and provide occasional crisis intervention and support to Helpline callers when needed.

**Staff Supervision**

Provide regular, ongoing group and individual supervision and coaching for Helpline staff. Foster a collaborative, culturally responsive, trauma-informed approach to survivor services and staff well-being by providing support, consultation, and guidance for regular staff, relief staff, and volunteers or interns. Ensure adherence to agency personnel policies and procedures. Assist staff in identifying professional development goals; foster employee growth and monitor and evaluate job performance.

**Data Collection, Reporting and Analysis**

Monitor Helpline data entry to ensure the accuracy and integrity of the program Salesforce database. Report accurate data through various mechanisms to funders and community partners in compliance with deadlines, contracts and agreements. Use call record data to analyze trends, survivor needs, Helpline responsiveness and opportunities for service improvements.

**Community Networking and Accountability**

Convene DV agency stakeholders on a regular basis to ensure the Helpline is responsive to survivor and provider needs and accountable to the King County DV community. Engage with diverse community providers to strengthen and build relationships and promote Helpline services. Attend community meetings as relevant, in consultation with the Executive Director.

**Organizational Management**

Actively participate in New Beginnings’ Management Team, collaborating with other directors to ensure agency health, strategic visioning, quality services and ongoing innovation.

**Resource Development**

Collaborate with New Beginnings’ development team, remaining alert to new funding opportunities. Participate in agency development events and activities as appropriate, serving as an ambassador to donors and other supporters. Provide stories, data, research and related materials to inspire donor support and pursue funding opportunities.

**QUALIFICATIONS:**

- At least four years’ experience managing call center staff and technology, preferably for a domestic violence or other human service/victim service agency.
- Bachelor’s or Masters’ degree in social work, psychology or related field. Relevant work experience can be substituted.
- Demonstrated skills in crisis intervention, with specific experience providing domestic violence advocacy services a plus.
- Demonstrated project development experience.
• Demonstrated program leadership and supervision experience.
• Demonstrated ability to constructively participate on a management team.
• Willingness to learn about and promote equity and social justice within and outside of New Beginnings.
• Commitment to equity for women, people of color, LGBTQI+ people, immigrants, people with disabilities and people experiencing poverty.
• Demonstrated ability to work with diverse individuals in a welcoming, culturally competent manner.
• Ability to motivate and inspire colleagues and build teams.
• Excellent interpersonal skills, with an ability to work effectively with diverse individuals, groups and communities.
• Excellent oral and written communications skills.
• Strong organizational skills, ability to meet deadlines and attention to detail.
• Ability to respond flexibly and engage in creative problem-solving.
• Strong conflict management and negotiation skills.
• Ability to represent New Beginnings in a professional manner to donors, community partners and the broader public.
• Ability to use supervision constructively for support and growth.
• Proficient with data collection and outcomes reporting. Experience with CRM databases a plus.
• Proficient with Microsoft Office applications.
• Own or have access to reliable transportation, including a valid Washington State driver’s license and proof of auto insurance (if applicable).

Email resume and cover letter detailing experience to info@newbegin.org. We value your lived experience. Open until filled. Additional agency information available at www.newbegin.org