



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

## **Job Announcement**

### **ASSISTANT DIRECTOR FOR THE CENTRALIZED DOMESTIC VIOLENCE HELPLINE King County, WA**

Join a dynamic team of professionals working to advance New Beginnings' critical mission to end domestic violence. Do you have experience serving domestic violence survivors and supervising staff, plus a commitment to equity and social justice? This is a great opportunity for the right individual to play a collaborative leadership role in establishing a powerful new resource for survivors through the creation and management of a new centralized King County domestic violence helpline. We 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, Black, Indigenous, people of color, and LGBTQ people strongly encouraged to apply.

**RESPONSIBILITIES:**

The Assistant Director position will collaborate with the Helpline Director to manage and provide supervision to the staff of a first-ever centralized 24-hour Domestic Violence Helpline in King County, Washington. This position assumes a lead role in implementing and managing the day to day operations of 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:**

Centralized Helpline 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:**

\$66,500 annual salary; medical, dental and vision benefits; life insurance; retirement contribution; paid time off, education leave and allowance. This is a full-time exempt position.

**RESPONSIBILITIES:**

**Helpline Start-Up Phase**

Assist in executing plans and goals for the consolidated Helpline, partnering with the Helpline Director, Helpline consultant and community partners to ensure a successful Helpline launch. Participate in the planning of Helpline daily activities and operations, ensuring that the Helpline is survivor-centered, trauma informed and responsive to the needs and voices of the most marginalized survivors. In collaboration with the Helpline Director, hire Helpline staff and coordinate training and orientation processes to provide a foundation for the highest possible quality of service. Assist with developing appropriate policies and protocols for Helpline services.

### **Staff Management**

Collaborate with the Program Director to provide regular, ongoing supervision, training, coaching and support for Helpline staff. Foster and demonstrate collaborative, culturally responsive, equitable, trauma-informed approach to survivor services and staff well-being by providing support and guidance for regular staff, relief staff, and volunteers. Ensure adherence to agency personnel policies and procedures. Develop the Helpline advocate schedule of shifts and ensure adequate coverage for round the clock Helpline services. Assist staff in identifying professional development goals; foster employee growth and wellness, and monitor job performance. Works with Director to complete staff job evaluations. Provide support and call debriefing to Helpline Advocates staffing phones during business and non-business hours. Approve supervisee expense requisitions and reimbursements.

### **Ongoing Helpline Management and Development**

Work with the Helpline Director to ensure smooth and efficient operations of the Helpline. Maintain high quality, confidential, culturally responsive, language accessible and effective phone, chat and/or text services that are provided to survivors and others in the community who wish to support survivors or learn about domestic violence. Ensure the Helpline actively promotes equity for survivors and other members of marginalized communities. Assist with developing short and long-term Helpline strategic goals.

Participate in the updating of Helpline policies and procedures as needed and ensure referral listings and other resources for use by Helpline Advocates are up to date. Assist Program Director with maintaining program operations within the scope of grant and contract funding eligibility requirements. Participate in budget planning in collaboration with the Program Director. Assure that other necessary program administrative tasks are completed. Make relevant changes to staffing assignments and call/chat flow when needed.

### **Data Collection and Accuracy**

Monitor Helpline data entry to ensure the accuracy and integrity of the program database. Collaborate with the Data Coordinator and Program Director to serve as an additional data point person for the Helpline.

### **Community Networking and Accountability**

Engage with diverse community providers to strengthen and build relationships and promote Helpline services. Attend community meetings as relevant, in consultation with the Program Director.

### **Organizational Management**

Actively participate in New Beginnings' Program Directors' Team, collaborating to support agency equity efforts, ensure quality services and ongoing innovation. Supports the organization's strategic plan and vision. Attend to duties as delegated by Director.

### **Resource Development**

Participates in fundraising events and activities as appropriate. Provides program information, stories, data, as needed by the development team to build donor support and pursue funding opportunities.

### **Team Work and Professional Development**

Actively contribute to a positive team environment to ensure the collaboration needed for provision of high-quality services to survivors. Participate in all staff meetings, Centralized Helpline team meetings, planning days and agency in-service trainings. Attend and document trainings to ensure compliance with Washington Administrative Code training requirements for domestic violence advocates and supervisors. Work with the Director to sustain and grow programs and service. Coordinate special projects as needed.

### **QUALIFICATIONS:**

- Commitment to the mission of New Beginnings and to the needs of domestic violence survivors.
- Significant experience providing support and services to survivors of domestic violence.

- Strong knowledge about the dynamics of domestic violence, and other forms of gender-based violence, the impact of trauma on survivors and their children and new developments in the domestic violence field.
- Strong anti-racist and equity framework, with the ability to relate to diverse survivors in a welcoming, supportive, culturally aware manner.
- Knowledge of and responsiveness to the needs of Trans and LGBTQI+ survivors of domestic violence.
- Experience supervising staff and conducting reflective supervision with staff and volunteers.
- Ability to motivate and inspire colleagues and engage them in a proactive and positive manner.
- Demonstrated flexibility and willingness to adapt to changing needs.
- Demonstrated ability to handle crises and juggle multiple responsibilities in a fast-paced environment.
- Experience with working a database a plus.
- Proficient with Microsoft Office applications.
- Strong attention to detail and follow-through.
- Ability to maintain participant confidentiality.
- Ability to effectively network with community service providers.
- Ability to represent New Beginnings in a professional manner to community partners and the broader public.
- Ability to use supervision effectively to gain support and enhance performance.
- Ability to engage in constructive self-care activities to manage work challenges.
- Own or have access to reliable transportation, including a valid Washington State driver's license and proof of auto insurance (if applicable).
- Bilingual in Spanish, Russian, Asian or African languages a plus.
- Comfort and proficiency with call center technology a plus.

**Email resume and cover letter detailing experience to [info@newbegin.org](mailto:info@newbegin.org). We value your lived experience.  
Open until filled. Additional agency information available at [www.newbegin.org](http://www.newbegin.org)**

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