



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

Job Description

DV (Domestic Violence) HOPELINE PROGRAM DIRECTOR King County, WA

Join a dynamic team of professionals working to advance New Beginnings' critical mission to end domestic violence. Our Executive Director and our management team pride ourselves on collaboration—we look forward to the prospect of collaborating with 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 LGBTQIA+ people strongly encouraged to apply.

- RESPONSIBILITIES:** This program director position will help manage the established and centralized 24-hour Domestic Violence hotline known as DV Hopeline on behalf of domestic violence agencies throughout King County, Washington. The DV Hopeline Program Director will assume a leadership role in managing a multi-lingual, multi-modal helpline which provides callers with 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:** Deputy Director
- HOURS:** 36 hours per week, remote, option to work a 4-day week but may need to work flexible hours as needed to ensure high quality management of 24-hour support line operations.
- COMPENSATION:** \$44.75/hr.-\$46.78/hr. Full-time exempt position; medical, dental and vision benefits; life insurance; 403b; paid time off, educational leave.

RESPONSIBILITIES:

DV Hopeline Administration

Collaborate with the Deputy Director, DV Hopeline consultant and community partners to plan all aspects of DV Hopeline operations, ensuring that DV Hopeline design is survivor-centered, trauma informed and culturally responsive to the needs and voices of all, but especially the most marginalized, survivors. The DV Hopeline Program Director will hire staff and coordinate training and orientation processes to provide a foundation for the highest possible quality of service. This role will also develop appropriate protocols for DV Hopeline services.

Ongoing Program Implementation

DV Hopeline 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 DV Hopeline 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.

DV Hopeline Management

Provide overall management of the DV Hopeline, 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 DV Hopeline policies and procedures as needed and ensure that referral listings and other resources for use by DV Hopeline Advocates are up to date. Ensure adequate coverage for round-the-clock DV Hopeline 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 the DV Hopeline Advocates who are staffing phones during non-business hours. Handle caller grievances as necessary and provide occasional crisis intervention and support to DV Hopeline callers when needed.

Staff Supervision

Provide regular, ongoing group and individual supervision and coaching for designated DV Hopeline 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. Assign professional development opportunities to all team members. Conduct annual performance reviews.

Data Collection, Reporting and Analysis

Monitor DV Hopeline 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, DV Hopeline responsiveness and opportunities for service improvements.

Community Networking and Accountability

Convene DV agency stakeholders on a quarterly or semi-annual basis to ensure the DV Hopeline 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 relevant community meetings, in consultation with the Deputy Director and Executive Director. Document community engagement and partnership building activities.

Organizational Management

Actively participate in New Beginnings' Leadership Unite Team of program directors from across New Beginnings, collaborating with other directors to ensure agency health, strategic visioning, quality services and ongoing innovation.

Resource Development

Collaborate with New Beginnings' development team. Stay 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.

QUALITIES:

- Experience managing call center staff and technology, preferably for a domestic violence or other human service/victim service agency.
- 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.
- Strong collaborative skills.
- 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 responsive 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).

New Beginnings values your lived experience. To apply, please send a cover letter detailing any experience related to the job responsibilities and qualifications, resume, and 3 professional references through this online platform or to jobs@newbegin.org. New Beginnings conducts background checks for all positions and will discuss results with applicants as needed. Only complete applications will be given full consideration. Open until filled. Additional agency information is available at www.newbegin.org