



abused Deaf women's advocacy services

Hotline Program Manager

Full-Time, Exempt Position

The Abused Deaf Women's Advocacy Services (ADWAS) is a non-profit agency that serves Deaf and DeafBlind victims of domestic violence and sexual assault and provides prevention education to the general community.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily with or without accommodations. ADWAS will work with employees with disabilities in providing reasonable accommodations for completion of these duties as needed.

The Hotline Program Manager supervises provides leadership to a team of Hotline Advocates who provide services to our hotline caller. The requirement of the Hotline Manager's position may exceed 40 hours per week, and may require occasional adjustments in work hour, including the need to work shifts. The Hotline is open 24/7, so the Program Manager must be available to work any shift. This position is local in Seattle, WA. Due to the nature of the hotline being remote, there may be opportunities for local working from home.

The ADWAS Hotline Program Manager provides the following services:

- Supervise the Hotline Team including the Local and National Hotline.
- Carry out supervisory responsibilities such as planning, assigning, and directing work; track staff's training hours, conduct performance assessment; providing supervision and job coaching.
- Handles scheduling of the local and national hotline.
- Involved in hiring process for Hotline Advocates: interviewing and training employees.
- Facilitate and participate in meetings with hotline advocates. Also attend meetings for staff and supervisors.
- Act as a back-up for hotline calls when all other advocates are not available.
- Provides follow up on service recipient complaints and works with staff and survivors to resolve conflicts.
- Compiles monthly reports and any required reports for the Program Director.
- Assist Program Director in preparation of budgets for the Hotline Team.
- Assist Program Director in preparation of the service delivery proposals for The Hotline Team.
- Assist with CSAP accreditation process.
- Help with grants by providing data, doing research, writing, reviewing and editing. Upon request, participates in outreach efforts for the agency such as giving presentations, being on panels, and doing Vlogs.

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- Work with Survivor Services Program Manager on the local hotline to ensure efficient operations within the direct services team.
- Oversees the creating of training materials and marketing of the Hotline Team.
- Work closely with Program Director on the programming and direction of hotline program.
- Oversees and take lead on projects not limited to providing trainings, technical assistance to service providers, act as primary contact person for outreach.
- Advocates for on survivor's behalf for access with other service providers if needed.
- Seeks out support from co-workers & supervisor, proactively takes responsibility for self and work.
- Serve on the ADWAS Leadership Team, including strategic planning.
- Commits to practice organization' Mission Statement & Core Values; understands the anti-violence movement; educate self and others on cultural responsiveness.

Required Qualifications:

- Minimum of 4 years involvement in the Deaf or DeafBlind communities (paid or volunteer)
- Fluency in American Sign Language
- Minimum 2 years of advocacy work with Deaf or DeafBlind (paid or volunteer)
- Minimum 2 years of supervisory experience
- Minimum 1 year of experience in program planning
- Knowledge of the issues of sexual assault and domestic violence
- B.A, and/or equivalent years of work experience preferred.
- Willingness to work flexible hours
- Experience with crisis response preferred, but training offered as needed.

Responsible to: Program Director

Essential Functions:

- Must be able to remain in a stationary position constantly
- Must be constantly able to use written English in order to produce and edit a large variety of documents
- Must be able to move inside the office frequently
- Must be able to constantly operate a computer and other office items such as stapler, copy machine, printer, smart phone etc.
- Must be able frequently communicate with supervisor, co-workers, community members, survivors, and others, must be able to exchange accurate information on these situations.
- Must be able to constantly problem solve, organize, prioritize, follow through.
- Must be able to frequently change tasks
- Must be able to rarely work outdoors in cold or high temperatures.
- Must be able to rarely move and transport up to 20 pounds.
- Must be able to frequently work independently without direct supervision.
- Must be able to constantly supervise staff.
- Must be able to frequently interpret data and make decisions.

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To apply:

Please send/email the ADWAS application, cover letter, and resume to Emily Buhman – officemgr@adwas.org – or by using the address on this letterhead. Applications will not be considered until all these items have been received. Three letters of reference will be requested as part of the background check process as required by contractual requirements. If you require alternative methods of application or screening, please email officemgr@adwas.org.

*Pay: starts at \$53,000, DOE
Medical, dental, vision, and retirement package are offered.*

Position open until filled, interviews are scheduled as materials received, so applicants are encouraged to submit early.

ADWAS is an Equal Opportunity Employer. Survivors of interpersonal violence, Black, Indigenous and other persons of color, and LGBTQIA+-identified persons are encouraged to apply.

ADWAS will not discriminate against any employee or applicant because of race, color, gender, age, sex, ethnicity, income, military status, religion, national origin, pregnancy, marital status, sexual orientation, gender identity, gender expression, political ideology, ancestry, status as a domestic violence or sexual assault survivor, or the presence of any sensory, mental or physical disability. Such action shall include but not be limited to the following: employment, upgrading, demotion, transfer, recruitment, advertising, layoff, termination, rates of pay or other forms of compensation, selection for training, etc., and this policy of nondiscrimination shall be posted in conspicuous places, available to all applicants.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. ADWAS believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of the company.