



SEPA Mujer

SERVICIOS PARA EL AVANCE DE LA MUJER
SERVICES FOR THE ADVANCEMENT OF WOMEN

Case Manager/Hotline Supervisor Full- Time

Position: Case Manager/Hotline Supervisor

Reporting Relationship: Program Director, Victims Assistance Program

SEPA Mujer is recruiting for the position of Case Manager/Hotline Supervisor for its year-old Victim-Witness Assistance Program. This project will include 24 hr/7 day hotline services, case management services, wage theft/exploitation case coordination, a sexual assault survivor support group and a domestic violence counseling group. The Case Manager/Hotline Supervisor will help crime victims connect with SEPA Mujer's legal immigration case relief services and identify other needed appropriate external follow-up services such as counseling, legal advocacy and other services, and will help victims make linkages to those agencies. They will help victims gather information for and complete crime victims compensation applications. If needed, the case manager will accompany victims to police departments and District Attorney's to report crimes, or to obtain corrected police reports.

This position also includes supervision of *Ayuda Latina*, SEPA Mujer's 24 hour per day, 7 days per week crime victims hotline. Hotline supervision includes recruiting and training volunteers, monitoring phone system transfer to hotline volunteers, creating monthly hotline schedules, addressing volunteer concerns as they arise and providing monthly supervision meetings. Ongoing demonstration of volunteer appreciation is vital.

SEPA Mujer is willing to provide training to qualified applicants about gender based violence, hate crimes, wage theft and gang violence, the impact of these crimes on Latina immigrants, and appropriate helpful resources in Suffolk County. We are looking for applicants who have understanding of Latina and immigrant experiences, are detail oriented, are able to maintain calm in stressful situations, and provide welcoming, warm and supportive relationships with both Latina immigrant crime victims and volunteers.

SEPA Mujer, Inc does not discriminate based on race, color, national origin, religion, sex, or disability in employment practices.

Case Manager/ Hotline Supervisor Job Description

Schedule: Full-time; 40 hours

Schedule: to be determined; a combination of day/evening hours

Reporting Relationship: Program Director, Victims Assistance Program

Eligibility Requirements: Bachelor's degree preferred not required; volunteer experience preferred

Language Requirements: Bilingual; Fluency in written /verbal Spanish/English is required

Salary: commensurate with experience

Responsibilities:

- Work with all OVS project team members, other SEPA Mujer staff members, and volunteers to ensure effective services for crime victims. This includes working in partnership with Program Director, hotline volunteers, Wage Theft/Exploitation Coordinator, sexual assault survivor support group and domestic violence counseling group counselor project workers and interns, in addition to SEPA Mujer's legal immigration staff.
- Recruit, interview and supervise hotline workers
- Participate and/or conduct 40 hour volunteer hotline worker training
- Conduct intake assessment for crime victims
- Assist victims in applying for crime victims compensation
- Vet and make warm relationships with referral agencies
- Create warm linkages for victims to referral agencies
- Accompany victims to police precincts, and District Attorney's offices as needed
- Participate in supervision, team meetings and staff meetings as requested.
- Maintain all required OVS statistics re: hotline calls, case management services, wage theft, counseling and referrals;; assist with OVS quarterly reporting
- Maintain accurate time tracking on agency time sheets and OVS functional time sheets
- Maintain scheduling on phone transfer system
- Other responsibilities as assigned

Qualifications:

*Warm *and* detail oriented personality

*bilingual Spanish/English

*Bachelor's degree preferred; not required; Volunteer experience preferred;

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