

**Crisis Hotline Supervisor/Case Manager**  
**Advocacy Center for Crime Victims and Children**

**Position:** Crisis Hotline Supervisor/Case Manager

**Job Type:** Full-Time

**Supervisor:** Clinical Director

**Location:** Waco, Texas

**General duties:** Under the supervision of the Clinical Director and the Crisis Hotline Coordinator, the Crisis Hotline Supervisor/ Case Manager provides advocacy, crisis intervention, and case management services to victims of sexual assault and other violent crimes.

**Specific Job Responsibilities:**

1. Provide advocacy, crisis intervention, and hospital accompaniment to victims of sexual assault and other types of sexual violence.
2. Provide case management and information/referral services to victims of sexual assault and other violent crimes.
3. Complete intake assessments and follow-up to victims of sexual assault and other violent crimes.
4. Assist with Crime Victims Compensation and VINE victim notification registration.
5. Demonstrate a commitment to cultural sensitivity, diversity, equity, and inclusion in practice.
6. Collaborate with community agencies and groups as needed by clients or the Advocacy Center.
7. Assist with training for Volunteer Hotline Advocates several times each year.
8. Attend and participate in weekly case conferences and staff meetings.
9. In collaboration with the Hotline Coordinator and Volunteer Hotline Advocates, maintain continuous on call coverage for the Crisis Hotline. This will include rotating shifts of being on call during the day, overnight, on weekends, and holidays.
10. Other duties and responsibilities as assigned.

**Qualifications:** Position requires experience in Education, Psychology, Criminal Justice or Social Work along with solid people and organizational skills. Knowledge of sexual assault and trauma issues related to children, adults and families is critical to the delivery of services.

**Qualifications:**

Education:

- Position requires a Bachelor's in Social Work, Psychology, Criminal Justice, Child and Family studies or equivalent experience in a related field

Experience:

- Solid people and organizational skills
- Knowledge of sexual assault with trauma issues related to children, adults and families is critical to the delivery of services.

Other Skills and Requirements:

- Proficiency in Microsoft Word and Excel is required.
- Must be willing to be on call some nights, weekends, and holidays.

- Commitment to the goals and objectives of the Advocacy Center
- Must be able to pass a criminal background check by the Texas Department of Public Safety
- Must have a valid Texas Driver's License

**Application Instructions**

If you would like to apply for this position please email the following items to the Interim Executive Director, Aleigh Ascherl, at [aascherl@advocacycntr.org](mailto:aascherl@advocacycntr.org)

1. Cover Letter
2. Resume
3. Three Professional References