

Job Descriptions are management tools and can be changed by management.

Bilingual Crisis Hotline Supervisor/Case Manager

Advocacy Center for Crime Victims and Children

Position: Bilingual Crisis Hotline Supervisor/Case Manager

Job Type: Full-Time

Supervisor: Victims Center Program Director

Location: Waco, Texas – 100% in person

Notes: This position is grant funded and guaranteed to be available until August 30, 2025. The existence of this position after that will be dependent on available grant funds.

General duties: Under the supervision of the Clinical Director and the Crisis Hotline Coordinator, the Bilingual 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. Collaborate with community agencies and groups as needed by clients or the Advocacy Center.
6. Assist with training for Volunteer Hotline Advocates several times each year.
7. Attend and participate in weekly case conferences and staff meetings.
8. 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.
9. 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.

Job Descriptions are management tools and can be changed by management.

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 communicate well and function responsibly in a team setting and independently.
- Must demonstrate awareness of and a commitment to culturally competent and sensitive practice.
- English and Spanish fluency is required.
- 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 Executive Director, Aleigh Ascherl, at aascherl@advocacyctr.org

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