



JOB DESCRIPTION

JOB TITLE: Hotline Coordinator	
Job Family:	Supervisor: Randa Hager
Classification: Full-Time; Non-Exempt; Hourly	On-Call Responsibilities: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Expected Schedule/Hours of Work: 40 Hours per Week Monday – Friday, typically business hours	Work Location: <ul style="list-style-type: none">• On-Site at the Independence campus• Occasional remote work may be approved but is not guaranteed
Title(s) of Immediate Subordinates: <ul style="list-style-type: none">• None	Total Number of Employees Supervised: Directly: 0 Indirectly: 0

POSITION SUMMARY:

The Hotline Coordinator oversees the daily operations and quality of the Hope House Hotline, ensuring compassionate, trauma-informed, and effective support for all callers. The Coordinator oversees hotline coverage, monitors call quality, identifies trends, and provides ongoing coaching and feedback to hotline operators. While this position does not supervise staff directly, it plays a key role in maintaining the integrity, responsiveness, and impact of the hotline program.

ESSENTIAL FUNCTIONS:

Hotline Coordination and Coverage

- Coordinate and maintain the hotline coverage schedule in collaboration with program staff across the agency.
- Provide direct hotline coverage during high-need times, staff absences, or as needed to ensure uninterrupted service.
- Offer in-person or remote appointments to hotline callers to assess needs, provide brief interventions, and connect them with appropriate services.

Quality Assurance and Program Monitoring

- Monitor the quality and consistency of hotline responses to ensure trauma-informed, survivor-centered support.
- Track and analyze trends in hotline call volume, caller needs, and service gaps to inform program improvements.
- Maintain accurate documentation and data related to hotline operations and caller interactions.
- Serve as a member of the Continuous Quality Improvement Team



JOB DESCRIPTION

Coaching & Support

- Provide ongoing coaching, guidance, and feedback to hotline operators to support skill development and service quality.
- Develop and share tools, scripts, and best practices to enhance consistency and confidence among hotline operators.
- Facilitate debriefing and emotional support for staff following high-impact or crisis calls.

Collaboration & Communication

- Serve as a central point of contact for hotline-related questions, concerns, and coordination across departments.
- Participate in relevant team meetings and cross-program initiatives to ensure alignment and integration of hotline services.

Other

- Adhere to all Hope House service philosophies, policies, and procedures.
- Perform other duties as assigned.

IMPORTANT COMPETENCIES (Knowledge, Skills, and Abilities)

- **Crisis Response and Triage** – ability to assess and respond to a wide range of caller needs with empathy, urgency, and professionalism; strong skills in de-escalation, safety planning, and connecting individuals to appropriate services in a timely manner.
- **Program Coordination and Systems Thinking** – capacity to manage complex scheduling logistics, monitor service delivery trends, and implement process improvements; ability to think strategically about program operations and identify opportunities for increased efficiency and impact.
- **Coaching and Peer Support** – ability to provide constructive feedback, guidance, and emotional support to hotline operators; strong interpersonal skills to foster a culture of learning, accountability, and trauma-informed practice across teams.
- **Communication and Documentation** – excellent verbal and written communication skills for interacting with callers, colleagues, and leadership; ability to document interactions clearly and accurately while maintaining confidentiality and compliance with agency standards.
- **Data Monitoring and Quality Assurance** – ability to track, analyze, and interpret call data to identify patterns, service gaps, and training needs; commitment to maintaining high standards of service quality and continuous improvement.
- **Collaboration and Influence Without Authority** – ability to coordinate across departments and build strong working relationships without direct supervisory authority; skill in motivating and aligning others toward shared goals and consistent service delivery.
- **Adaptability and Emotional Resilience** – capacity to remain calm and effective in high-pressure situations; ability to adapt to changing needs, manage competing priorities, and maintain emotional well-being in a crisis-oriented environment.



JOB DESCRIPTION

Post offer, pre-employment screening requires successful completion of a Children's Division screening, criminal background check, valid driver's license, current motor vehicle insurance, and acceptable motor vehicle record report.

WORK ENVIRONMENT and PHYSICAL DEMANDS

The work environment characteristics described below represent those an employee may encounter while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform these functions.

- **Physical Requirements:** The employee is regularly required to sit, stand, walk, climb stairs, hear, and use hands to operate a computer and telephone. The position may occasionally require lifting and moving objects weighing up to 25 pounds. Specific vision abilities required include close, distance, color, peripheral, and depth perception, as well as the ability to adjust focus.
- **Schedule:** This position primarily follows standard business hours but may require occasional flexibility for coverage needs, community meetings, or urgent program matters.
- **General Environment:** Work is primarily performed in an office setting with frequent computer and phone use. The role will involve direct interaction with clients in crisis.

TRAVEL REQUIREMENTS

This position may require occasional travel between Hope House locations and to community meetings or partner agency sites. Mileage reimbursement is provided in accordance with agency policy.

EDUCATION AND EXPERIENCE:

MINIMUM QUALIFICATIONS:

- A bachelor's degree in social work, psychology, human services, or a related field, or an equivalent combination of relevant training and experience.
- At least two years of experience in crisis intervention or domestic violence.

PREFERRED QUALIFICATIONS:

- Bilingual in English and Spanish.
- Experience coordinating or supporting a crisis hotline or similar program.
- Familiarity with domestic violence dynamics, safety planning, and community resources.
- Experience providing coaching, training, or peer support to staff or volunteers.



JOB DESCRIPTION

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Hope House prohibits discrimination and is committed to equal employment opportunities for all qualified applicants and employees.