



Job Description: StrongHearts Native Helpline Services Manager

BASIC INFORMATION	
Job Classification	
Hiring Range	
Funding Source	
FLSA Status	Non-Exempt
Provisional Period	
Job Title	Services Manager
Location	Eagan, MN
Department	Native Helpline
Position Type	<input checked="" type="checkbox"/> FT-Salaried <input type="checkbox"/> FT-Hourly <input type="checkbox"/> PT Hourly (16 Hours) <input type="checkbox"/> PT Hourly (24 Hours) <input type="checkbox"/> Relief <input type="checkbox"/> Temp <input type="checkbox"/> Intern-Paid <input type="checkbox"/> Intern-Unpaid
Reports to	Operations Manager
Supervises	Training Coordinator, Advocates, Advocate Shift Leads
Shift	
Job Type	

JOB DESCRIPTION SUMMARY

The Services Manager reports to the Operations Manager. This position provides leadership, direction and support to a team of advocates and advocates shift leads. Additionally, the Services Manager is responsible for updating and implementing the program team procedures and practices, and advocate and advocate shift lead scheduling.

JOB DUTIES	
Key Accountabilities	StrongHearts Native Helpline Logistics
Duty Statements	<ul style="list-style-type: none"> • Create and maintain advocate and advocate shift lead schedule. • Assist in hiring advocates and advocate shift leads. • Leads advocate team meetings bimonthly and/or as requested • Ensure StrongHearts line is always covered. • Work with IT coordinators to share/solve any helpline outages • Participates in on-call schedule • Assist data team to ensure data quality, as needed.
Percentage of Time	35%
Key Accountabilities	StrongHearts Native Helpline Advocacy Services
Duty Statements	<ul style="list-style-type: none"> • Supervise advocate shift leads: work on their skill and leadership development, assign advocate one on ones, check in with advocates shift leads, coordinate team meetings/information is shared as needed • Ensures supervision and coaching to StrongHearts advocates to ensure quality services • Oversee skill development of advocate staff to ensure call quality and proper collection of service-related data. • Swiftly address any performance issues through coaching and/or corrective action • Ensure proper and frequent advocate monitoring and feedback • Oversee any performance related action plans developed by advocate shift leads
Percentage of Time	35%
Key Accountabilities	Supervise Training Coordinator
Duty Statements	<ul style="list-style-type: none"> • Work with training coordinator to support advocates from training to take calls • Supervise and support training coordinator
Percentage of Time	15%
Key Accountabilities	Leadership and StrongHearts Native Helpline Growth
Duty Statements	<ul style="list-style-type: none"> • Relay any important advocacy services updates to operations manager • Work with training coordinator to ensure thorough and accurate advocate training • Assist operations manager and IT coordinator in the development of chat services platform and practices
Percentage of Time	15%

JOB FACTORS	
Minimum Education Level Required	Undergraduate Degree or higher. Professional and/or personal experience may substitute for educational requirements. (Equivalency formula: two years of experience is equal to one year

	of education)
Minimum experience level required	Two to five years experience in domestic violence advocacy. Two to five years experience in staff supervision.
The amount of supervision received by the employee	After initial orientation, the employee will received general direction but is expected to perform duties and responsibilities independently
The analytical skill required	This position requires a high-level of organizational and management skills in addition to a high-level understanding of advocacy.
Both the level and budget volume (Dollar Amount) of financial responsibility/accountability	The incumbent is not responsible for managing any budgets.
Scope of the human resources impact of this position	Help in interviewing prospective candidates and providing input into the hiring process.
BOTH the level and nature of the INTERNAL contacts	This position has regular contact with all levels of staff
BOTH the level and nature of the EXTERNAL contacts	The services manager may be asked to help with StrongHearts presentations, but external contacts will be minimal.

WHAT OTHER REQUIREMENTS MIGHT BE EXPECTED FOR THIS POSITION?

- Demonstrated proficiency in Windows or Mac environment, Microsoft Office, Google Suite
- 2 - 5 years experience in domestic violence advocacy
- 2 – 5 years experience in staff supervision
- Experience scheduling multiple shifts preferred
- Excellent English language skills, including spelling and grammar.
- Well-developed organizational skills.
- Ability to coordinate and complete multiple projects.
- Understanding and compliance of confidentiality of caller information.
- Ability to work under time constraints and meet deadlines.
- Understanding of empowerment based advocacy model of services.
- Ability to respond with empathy and support to victims in crisis situations and with sensitivity and awareness to diverse cultural, ethnic and social backgrounds, values, attitudes and languages

Other Requirements/Working Conditions

- Must have emotional and physical stamina to tolerate prolonged sitting or standing to deal with a variety of stressful situations, including responses to complaints and internal and external interactions, to effectively work long and at times odd hours.
- Works in a normal office environment, except while traveling, with minimum exposure to dust, noise, or temperature extremes. Requires bending, stooping, lifting and carrying objects up to 25 pounds, with or without accommodations.