



TurnAround Job Description

Job Title: Crisis Response Shift Supervisor
Department: Crisis Response
Reports To: Program Manager
Location Type: In Person
Location: TBD (City or County Office Site)

SUMMARY

The Crisis Response Shift Supervisor is responsible for providing oversight for the implementation TurnAround's 24/7 helpline and emergency shelter services to people impacted by intimate partner violence, sexual violence, and human trafficking. The Crisis Response Shift Supervisor will carry out the mission and goals of TurnAround and ensure that services to callers and survivors are provided in a trauma-informed and responsive manner.

CLASSIFICATION: Hourly, Full Time, Essential

SALARY RANGE: \$24 - \$27 per hour (based on education and experience)

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Supervise a team of crisis response coordinators and case manager positions.
2. Ensure the smooth operation of day-to-day helpline and emergency shelter services.
3. Participate in hiring and training practices for the program.
4. Create the monthly schedule and coordinate coverage to prevent staffing gaps.
5. Provide direct coverage and back up support when needed to answer the helpline and complete emergency shelter duties.
6. Participate in triage and troubleshooting efforts of the helpline.
7. Facilitate monthly team meetings with the Crisis Response Team.
8. Provide individual supervision and support to the Crisis Response Team based on their schedule.
9. Regular review of documentation in database for the Crisis Response Program for quality assurance.
10. Coordinate and conduct shelter room checks for those in services.
11. Support delivery or pick up food, basic needs, and other emergency shelter essentials.
12. Collaborate with shelter partners to ensure survivors are appropriately sheltered and supported.
13. Collaborate with internal staff and external partners to ensure effective trauma informed care is provided to survivors.
14. Assist with data collection requests, internal and external reporting, and grant reporting.

15. Collaborate with the intake team, clinical team, and crisis response case manager to ensure sheltered survivors receive clinical shelter assessments, case management sessions, and follow-up appointments.
16. Support stocking, inventory, and organization of emergency pantries.
17. Carry out other duties and initiatives as assigned.

ADDITIONAL DUTIES

Changes to programming could be made based on the agency's strategic plan priorities or funding initiatives to better serve and support survivors through crisis response. Staff members will be provided with information, ample notice, and training for any changes prior to implementation.

MINIMUM QUALIFICATIONS

1. High School Diploma or equivalency considered minimum with additional relevant work experience. Bachelor's degree in human service-related field preferred.
2. At least 3 years-experience working with survivors of intimate partner violence, sexual violence, and human trafficking preferred. Will accept experience in mental health, substance treatment, or homeless services fields.
3. At least 2 years of supervisory experience of staff in a related field.
4. Advocacy, counseling, or crisis intervention experience.
5. Experience with crisis hotlines, shelters or grassroot services preferred.
6. Ability to pass required background checks.

LANGUAGE SKILLS

1. Possess professional demeanor and exhibit exceptional teamwork orientation with good written/oral communication skills.
2. Possess effective communication skills when communicating with community partners.
3. Demonstrate person first and person-centered language skills.
4. Ability to communicate in a manner that empowers survivors, supportive, and trauma informed.
5. Strong written skills. Ability to write clear and concise emails, documentation, and correspondence.
6. Bilingual people are highly encouraged to apply.

REASONING ABILITY

1. Possess critical thinking skills and judgment when guiding the Crisis Response Team and when to seek assistance from, Program Manager, Clinical Director, or other roles as needed.
2. Passion, idealism, integrity, positive attitude, mission-driven, and self-directed.

TECHNICAL SKILLS

1. Proficient computer skills to operate email, Internet, Microsoft Office, and ability to navigate database system programs and phone software.
2. Ability to learn and navigate technology used at the sites, i.e.: security systems, video conferencing devices, etc.
3. Ability to plan, schedule, and organize work independently.
4. Ability to handle and work through crisis and emergencies.
5. Possess critical thinking skills and judgment on when to seek Program Manager, Clinical Director or other roles for assistance.

HOURS: Position supports essential services that operate 365 days a year. Position is expected to work during holidays and during office closure. Position is eligible for approved leave following the agency's policies. The position is paid hourly, consists of working mostly daytime hours 9am-5pm, but can also work an approved schedule of 10am-6pm, 11am-7pm for example, to ensure day shift and after-hour shift are supported.

WORK ENVIRONMENT

TurnAround's Helpline and Emergency Shelter Services are considered essential programming that must operate 24/7, 365 days each year. These services continue to operate during holidays, agency closures, inclement weather, etc.

Work for this position is conducted in a variety of settings including TurnAround office locations, and at shelter locations in the Baltimore City and Baltimore County area. All positions must attend supervision and training outside of regularly scheduled shift hours.

The position is exposed to the possibility of vicarious trauma and victim trauma response by working with residents impacted by intimate partner violence, and sexual violence. Other exposure risks include narcotics, alcohol, pests, and of Bloodborne Pathogens. Must be accessible via phone to staff, contractors, and volunteers during shifts. Must have availability and flexibility to respond in person when on shift to emergencies at the shelter sites and transitional house when necessary, including after hours and weekends.

TRAVEL

Local travel is expected. Reliable transportation and possession of a vehicle is necessary as travel between the shelter placement locations and to the TurnAround offices is required.

CERTIFICATES, LICENSES, REGISTRATIONS

Not Applicable

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The position is required to physically inspect rooms at the shelter locations. Assistance with lifting items such as groceries and toiletries for shelter clients.

1. Routine office mobility.
2. Occasional lifting of boxes or items up to 25 lbs. and loading them on and off carts and in and out of vehicle.
3. Ability to stay awake and alert when monitoring after hours shifts.
4. Sustained posture in a seated position for prolonged periods of time.
5. Must have a valid driver's license and provide a personal vehicle.

TurnAround, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

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