

### Registration Information

Order No.	3841098
Agency Name	Family Abuse Center
Job Title	Hotline/Data Manager
Job Description (including hours and responsibilities)	<p>Position Status: Full-time FLSA: non-exempt (hourly) Supervised by: Associate Executive Director GENERAL DESCRIPTION AND PURPOSE: The overall responsibility of the Hotline/Data Manager is to oversee the day-to-day operations of the Family Abuse Center Hotline, train all hotline advocates, and provide day to day coverage of the hotline, ensure accuracy of data entry and client forms. In addition, the Hotline Manager will routinely check data entry by staff. Skills/Abilities • Strong oral and written communication skills • Strong organizational skills. • Ability to maintain accurate data and documentation of client services • Ability to resolve conflict • Provide and receive supervision • Demonstrates effectiveness as a member of a team as well as the ability to work independently • Work in basic computer programs such as MS Word &amp; Excel. • Bilingual preferred. Licenses/Credentials • N/A RESPONSIBILITIES: • Facilitate the daily operation of the hotline • Assist with monthly data uploads. • Attend staff meeting as required. • Schedule and supervise all personnel answering the hotline • Provide coverage of the hotline during business hours • Check Osnium data for accuracy. • Maintain communication with case management team and other shelter staff. • Maintenance of client and shelter records including screenings, intakes, TANF, etc. • Other duties as determined by the Associate Executive Director. • Believe in and act in accordance with the agency's mission statement and goals • Experience working with diverse population and groups. • Write routine reports, correspondence and appropriate case notes.</p>

Job Location	Waco
Salary Range	DOQ
Qualifications	QUALIFICATIONS: The qualifications listed below are representative of the education, experience, skill/ability, and licenses/credentials required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Education • Bachelor's Degree (B.A.) required. Experience • Experience in the field of domestic and/or sexual violence. • Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
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