



Department:	Victim Services
Position:	NSAH Evening/Overnight Shift Manager
Timeframe:	Permanent Position
Reports to:	NSAH Evening/Overnight Senior Shift Manager
Available Schedules:	7:00PM - 3:00AM Tuesday - Saturday (bilingual)

As a key member of RAINN's Victim Services management team, the NSAH evening/overnight shift manager will be responsible for ensuring high quality services to users of the National Sexual Assault Hotline (online and telephone) and will support the day-to-day operations of the NSAH.

Essential Duties and Responsibilities:

Direct Service Quality Assurance

- Provide oversight of services for evening/overnight NSAH shifts;
- Monitor hotline sessions (telephone and online) and provide support and guidance to staff;
- Work with and advise staffers to help them build skills;
- Participate in rotating on-call schedule and act as emergency back-up for hotline service delivery;
- Submit end-of-shift reports;
- Demonstrate specialized hotline knowledge and sexual assault service skills;
- Provide assistance to individuals in specialized communities affected by sexual violence;
- Provide direct support to hotline callers and staffer utilizing RAINN's direct service and supervision policies as needed; and
- Triage and handle mandatory reports on-shift or on-call.

Manage Support Specialist Team

- Conduct monthly check-ins with staff,
- Provide training support to employees on assigned shift;
- Provide regular guidance and support to staff as needed,
- Deliver disciplinary actions as needed;
- Evaluate performance of staff on an annual basis; and
- Maintain attendance, holiday, and training status trackers for staff.

Support Overall NSAH Operations

- Respond appropriately, and in a timely manner, to employee complaints and questions;
- Ensure the work culture and employee behaviors maintain a level of professionalism in accordance with RAINN and NSAH staff handbooks and policies;
- Elevate all concerns and policy violations about workplace behavior and quality of services to senior shift managers and program manager in a timely manner;



- Use critical thinking skills and RAINN policies to make, independent, real-time staff and service decisions;
- Attend and participate in NSAH program meetings to exchange information regarding shift trends, staff, policies and procedures;
- Participate in facilitation of in-service meetings as needed;
- Maintain knowledge of RAINN's policies and protocols and provide ongoing feedback to senior management;
- Maintain knowledge of contractual policies and protocols and provide ongoing feedback regarding ways to meet and exceed standards;
- Provide feedback to the senior shift manager and program manager regarding additional training topics or suggested revisions to training;
- Support the program manager and senior shift managers in ensuring the hotline is adequately staffed at all times; and
- All other duties as assigned.

Position Specifications/Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge skill and/or ability required:

Required Qualifications:

- Must have 2+ year's experience working or volunteering with crisis intervention services;
- Must have full professional fluency (written and spoken) in Spanish and English and ability to pass a proficiency test during the interview process;
- Must have 2+ years experience managing paid staff (managing employees who work in shifts is preferred);
- Demonstrated understanding of the unique challenges of or experience working a late-night or overnight shift;
- Possess ability to effectively communicate information and respond to questions in person-to-person and small group situations with visitors, the general public and other team members;
- Must be able to demonstrate ease of use with technology;
- Ability to work well under pressure and maintain composure during stressful situations; ability to handle shifting and multiple priorities;
- Ability to solve problems and deal with a wide range of situations;
- Ability to interpret a variety of instructions – written and oral;
- Ability to exercise good judgment when faced with complex decisions;
- Must possess a positive and energetic attitude, with the ability to successfully work on a team and independently;
- Willingness to work a non-traditional schedule, which will include occasional evenings and/or holidays;
- Must be comfortable discussing issues surrounding sexual violence;



- Must be comfortable addressing difficult staffing situations and remediation; and
- Must complete and pass a criminal background check (administered by RAINN).

Preferred Qualifications:

- Veterans. Will be given priority.

Physical Activities

The following physical activities described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations:

- Must be able to remain in a stationary position 80% of the time;
- The person in this position needs to occasionally move about inside the office to access file cabinets, office equipment, etc.;
- Must be able to operate a computer (typing 35-45 wpm with accuracy) and other office productivity machinery (e.g., copier and fax machine);
- Must have vision correctable to a level where individual can operate a computer; visualize text on a computer monitor.

Environmental Conditions

There are no harmful environmental conditions that are present for this position. The noise level in the work environment is usually moderate.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of the essential functions, responsibilities and/or requirements.

EOE/D/V/M/F