



**JOIN OUR TEAM!**

## *Crisis Response Team Manager*

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The Virginia Sexual and Domestic Violence Action Alliance (Action Alliance) is hiring a full-time Crisis Response Team Manager to join the Crisis Response Team (CRT). The Crisis Response Team Manager promotes and provides trauma-informed support and services through the Statewide Hotline and related crisis services for survivors. The Crisis Response Team Manager will provide trauma-informed supervision of team members (coordinators and specialists) on the CRT by providing ongoing structure, direction and organization aligned with the Action Alliance's values, mission and goals.

The Crisis Response Team Manager will take the lead on training/onboarding new hires and ensuring ongoing professional development of the team. The Crisis Response Team Manager will also take the lead on program planning and management to enhance overall services and support for the Statewide Hotline. This role is a member of the Crisis Response Team that is supported by executive staff, reporting directly to the CRT Associate Director. The Crisis Response Manager will work closely with other Managers on the CRT.

**We are looking** for a self-motivated individual with the ability to work with a team/across teams at the Action Alliance. We are looking for someone who is passionate about providing effective and comprehensive services and support to empower survivors. We are also looking for someone who has the ability to provide direct, support, supervision, structure and organization to/for the Crisis Response Team. The preferred candidate will be able to listen deeply, communicate calmly and effectively, and problem solve while creating and sustaining peer support and opportunities to rebuild/enhance team dynamics on the CRT.

### **This position requires:**

- Three to five years of related experience in sexual and domestic violence advocacy
- Two years of supervisory experience(s.) Experience with grants management is a plus!
- Crisis response related experience(s): Hotline specific work and/or direct services related work
- Residency in the Commonwealth of Virginia
- Deep level of familiarity and commitment to the work of local sexual and domestic violence advocates and agencies, anti-violence work and anti-oppression frameworks.
- High level of ability to work on a diverse team. Ability to work with diverse survivors and communities with a particular focus on those from historically marginalized and oppressed communities (LGBTQ+, people who are incarcerated, trauma survivors, etc.).

- Ability to listen deeply, communicate calmly and effectively, and problem solve when needed. Ability to lead the team towards forward-facing movement/solutions.
- Energy and positivity in the spaces in which they work.
- Direct and compassionate communication and negotiation skills and ability to work in a team as a co-manager. Serving as the lead on the team for peer supervision processes.
- Knowledge and skills in trauma stewardship; ability to provide structure, direction and organization to the CRT.
- Ability to use data analysis and emerging trends to facilitate the development, evaluation and continuous improvement of survivor advocacy services.
- High level of communication skills- oral and written.
- Excellent internet connectivity AND dedicated office space at home to ensure privacy and confidentiality.

**Position Specific Duties include, but not limited to:**

- Program planning, development, and evaluation.
- Compiling data related to advocacy support and services. Compiling data for grant reporting purposes.
- Building and Maintaining Relationships with local SDVAs (including culturally specific providers), advocates, and state and national partners to facilitate connections between SDVAs and the Action Alliance.
- Actively Participating in Teamwork, Planning and Agency Stewardship, including ongoing development of expertise related to performance of job, engagement in movement building work, and participating in a variety of team support tasks.
- Supporting, leading and providing supervision of peers through the ongoing practice of trauma stewardship.

This is a full-time, exempt position with a starting salary between \$58,000 and \$61,000. The benefits package includes health, dental, vision, disability and life insurance, an optional flexible savings account for health and/or dependent care expenses, and a retirement benefit for employees who have completed two years at the agency. We offer many opportunities for professional development, flexibility in the workday, generous leave, and other types of workplace support.

As a Manager on the CRT, this position requires “on-call” responsibilities for emergencies, coverage, and general support of the team. Hours for the position can range between 8am-7pm at 40 hours per week. This position is primarily remote but will require weekly in-office based work once a week and in-person presence at the Action Alliance (as scheduled/as needed) for team meetings, trainings and community-related outreach events. Limited travel statewide will be required for the position.

Applications will be reviewed on a rolling a basis. All interviews will be conducted over Zoom.

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**OUR MISSION**

The Action Alliance has been Virginia’s leading voice on sexual and domestic violence for more than 40 years and enhances response and prevention efforts through training, public policy advocacy, public awareness programs, and technical assistance to professionals.

The Action Alliance, a diverse group of individuals and organizations, believes that ALL people have the right to a life free of sexual and domestic violence. We will use our diverse and collective voice to create a Virginia free from sexual and domestic violence—inspiring others to join and support values of equality, respect and shared power. We recognize that sexual and domestic violence are linked to other forms of oppression, which disproportionately affect women, children, and marginalized people. Understanding the great harm racism has created for individuals, families and our communities in Virginia, we commit to building within the coalition an anti-racist framework from which to address sexual and domestic violence.

The Action Alliance is an Equal Opportunity Employer. People of color, women, LGBTQ+ candidates, and people of diverse backgrounds are strongly encouraged to apply. We are committed to a diverse workplace and to supporting our staff with ongoing career development opportunities.

**Please submit cover letter, resume, or CV, and three (3) references to [jobs@vsdvalliance.org](mailto:jobs@vsdvalliance.org) and include “Crisis Response Team Manager” in the subject line.**



## Crisis Response Team Manager Job Description (2022)

The Crisis Response Manager promotes and provides trauma-informed support and services through the Statewide Hotline and related crisis services for survivors. The Crisis Response Manager is a member of the Crisis Response Team that is supported by the executive staff and reports directly to the CRT Associate Director.

The Crisis Response Manager will take the lead on training new staff and ensuring ongoing professional development for the team. The Crisis Response Manager will provide trauma-informed supervision of peers on the CRT by providing ongoing structure, direction and organization aligned with the Action Alliance's values, mission and goals.

### **The work of the Crisis Response Manager:**

- **60% Crisis Response & Survivor Advocacy Services**, providing a timely, trauma-informed, healing-centered response to people who contact the Statewide Hotline, including the LGBTQ+ Helpline and Prison Rape Elimination Act (PREA) Hotline, and ensuring that resources and referrals meet the needs of survivors. Provide efficient, comprehensive and trauma-informed support and services. Provide technical assistance, education and resources to member agencies and professionals to ensure continuity of care and support. Engage in collaborative projects that improve crisis response across communities, including identity-specific and culturally-specific communities. Serve as the liaison to/for programs utilizing the Statewide hotline for services and support.

- **10% Outreach/Capacity & Relationship Building**, as there is a high level of communication and collaboration to advocate on behalf of survivors, this position requires partnering with agencies-locally and nationally. Outreach work can also include participating in outreach events including but not limited to meetings locally and nationally. Serve as a representative of the CRT and Action Alliance in statewide partnerships and projects.

- **30% Actively Participate in Teamwork, Planning, and Agency Stewardship**, This includes development of expertise directly related to performance of the job, cultural humility, engagement in movement building work, and taking part in a variety of team support tasks. Maintaining Daily, weekly quarterly and yearly documentation for CRT data collection. Representing the Action Alliance/CRT team at internal and external meetings. Assisting with recruitment and training of staff, leadership in trauma stewardship and ongoing staff

development. Engagement in program planning and management; including program evaluation. Provide trauma informed supervision to the CRT (3-5 team members) with a clear vision aligning with the Action Alliance for structure, direction and organization. Trauma informed supervision will include providing consultation and support to the CRT, supporting the Action Alliance's overall mission, values and goals. Utilizing strategies and skills to foster/influence the work culture on the team while working towards increasing satisfaction and wellbeing and decreasing/negating vicarious trauma on the CRT.

**The skills of the Crisis Response Team Manager:**

- Ability to listen deeply, communicate calmly and effectively, and problem solve. Strong communication skills- written and verbal.
- Energy and positivity in the spaces in which they work.
- Peer supervision engagement/overseeing of CRT.
- Direct and compassionate communication and negotiation skills and ability to work well with others.
- Life experience(s) that has contributed to a sense of the importance of working on a team at the coalition to advance social justice, as well as healthier relationships-on an individual, community and societal level.
- Ability to work independently and as team player.
- Knowledge and skillset in trauma stewardship.
- Ability to compile and use data analysis and emerging trends to facilitate the development, evaluation and continuous improvement of survivor advocacy services.
- Strategic program planning and development. Ability to ensure all programming is tied to the Action Alliance mission, values, and goals.

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**Building the Larger WE:**

The work environment at the Action Alliance requires a high level of personal and group responsibility—for managing your work, reflecting on interpersonal dynamics, and understanding how oppression and intersectionality shows up in our workspace and our lives. The Crisis Response Manager position reports directly to the CRT Associate Director.

We have a deep commitment to diversity within the staff—you will be working with folks across generations, from many different racial and ethnic backgrounds, and people who identify across the gender and sexual orientation spectrums. We are an equal opportunity employer.

The Crisis Response Team is responsible for 24/7/365 crisis response through the statewide hotline, phone, text and chatlines; Prison Rape Elimination Act (PREA) services and support.

**About the job and compensation:**

This is a full-time, exempt, position with a starting salary between \$58,000 and \$61,000. The benefits package includes health, dental, vision, disability and life insurance, an optional flexible savings account for health and/or dependent care expenses, and a retirement benefit for employees who have

completed two years at the agency. We offer many opportunities for professional development, flexibility in the workday, generous leave, and other types of workplace support.

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