POSITION DESCRIPTION: SENIOR CRISIS LINE SPECIALIST

Reports To: Director of Advocacy & Crisis Response

Job Type: Full-time, exempt, salaried position. Annual salary of $54,000. Regular working hours of Monday – Friday, 7:00 AM – 3:00 PM CST. Occasional shift flexibility and some evening and weekend hours required.

Position Summary:
The Senior Crisis Line Specialist provides trauma-informed crisis support to sexual assault survivors through the Tennessee Statewide Sexual Assault Crisis Line and supports the daily functioning of the program. This position provides guidance, training, and support to crisis line staff and volunteers, assists with program reporting and grant-related activities, and contributes to ongoing service improvement efforts. The Senior Crisis Line Specialist also collaborates with SAC staff and community partners to support referrals, resource sharing, and access to services for survivors throughout Tennessee.

Key Responsibilities:

- Provide crisis line coverage and oversee daily crisis line operations to ensure consistent, high-quality, trauma-informed, and survivor-centered crisis support.
- Supervise, train, and support crisis line staff and volunteers, promoting effective service delivery and adherence to agency standards.
- Compile and review crisis line data to identify service trends, barriers to access, and opportunities for program improvements.
- Stay informed of relevant best practices and emerging needs to support ongoing improvements to crisis line services and access to resources.
- Manage Statewide Crisis Line grant activities, ensuring compliance with grant requirements, deliverables, and reporting timelines.
- Maintain relationships with community agencies and statewide partners to support referrals, resource sharing, and coordination of services.
- Support outreach, community education, and collaborative activities with SAC departments and external partners to increase awareness of the crisis line and available survivor resources.
- Contribute to ongoing program evaluation and quality improvement efforts to support the effectiveness and responsiveness of crisis line services.
- Provide on-call crisis line support.
- Other duties as assigned.

Qualifications:

- Bachelor's degree from an accredited college or university in a relevant field; equivalent experience may be considered.
- Minimum of two years of relevant professional experience.
- Familiarity with sexual assault dynamics, trauma-informed response, and crisis intervention.
- Experience in crisis line services, staff or volunteer training, program coordination, reporting, or community partnerships preferred.
- Experience working with diverse communities and underserved populations preferred.
- Bilingual candidates preferred.

Skills & Abilities:

- Ability to provide trauma-informed, survivor-centered services with cultural humility.
- Strong organizational skills and attention to detail, with the ability to manage competing priorities effectively.
- Ability to review and interpret program data, maintain accurate records, and contribute to reporting and service improvement efforts.
- Ability to work independently and collaboratively with colleagues, multidisciplinary teams, and community partners.
- Strong interpersonal and communication skills, including the ability to provide guidance to colleagues and support outreach and community education.
- Ability to exercise sound judgment and respond professionally to changing needs and challenging situations.
- Proficient in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint) and electronic record-keeping systems.

SAC reserves the right to waive any of the above qualifications dependent on work experience and other qualifying factors.

Benefits:

SAC offers a competitive benefits package that includes:

- Employer-sponsored medical, dental, and vision insurance
- Employer-covered long-term disability insurance and EAP (Employee Assistance Program) benefits
- Discounted supplemental AFLAC benefit options
- Company-sponsored 401(k) Plan with matching options
- 15 days of Paid Time Off annually, with increased accrual rates each year
- 10 paid Holidays & 2 Floating Holidays annually
- 12 hours of Days of Action annually
- Self-Care Leave with every five years of employment
- Monthly Therapy Stipend

To Apply: Visit https://jobs.appone.com/sexualassaultcenter to submit your application. Please include a resume and cover letter with your application.

SAC is an Equal Employment Opportunity employer.