

HEALING ABUSE WORKING FOR CHANGE

Triage Coordinator

Job Description

May 23, 2022

Healing Abuse Working for Change, Inc., creates social change by taking action against personal and societal patterns of violence and oppression. For the past 40 years, HAWC has provided free services and support to victims of domestic abuse on Massachusetts' North Shore to help them make informed, independent decisions about their futures. More information is available at www.hawcdv.org.

General Description

This full time, 40 hour/week position is responsible for triaging clients' immediate needs and providing logistical support for HAWC's daily operations. Responsibilities include management & distribution of supplies to clients; front line coverage of office phones and scheduling client appointments, and processing of client financial support. Provides administrative and project support to Directors of Operations & Finance. This is a salary position in the range of \$46,000-\$50,000 with considerations given to bilingual language skills and experience. A \$500 bonus is available after three months of employment in good standing and a second bonus of \$500 available after six months of employment in good standing.

This position is required to work on-site at HAWC's Salem office and is supervised by HAWC's Director of Programs and Community Partnerships. Work schedule would be Monday through Friday, 9:00 am - 5:00 pm. This full time position would collaborate regularly with HAWC's part time triage coordinator.

Summary of Benefits:

- 3 weeks of vacation per year during first year; increases at year 5, carryover of 2 weeks
- 13 Holidays off per year
- 13 Sick days per year
- 5 Personal days per year
- 70% Health Insurance paid by HAWC
- 70% Dental Insurance paid by HAWC
- 70% Paid Family & Medical Leave paid by HAWC
- 100% Short & Long Term Disability paid by HAWC
- 100% Employee Assistance Plan paid by HAWC
- 100% paid Life Insurance (1x annual salary up to \$50,000)
- Health Reimbursement Account (HAWC pays first 50% of deductible)
- Flexible Spending Account
- 401K plan

Qualifications & Requirements

- Bilingual in Spanish & English/Bicultural Preferred
- Strong organizational and administrative skills with attention to detail
- Computer proficiency
- Ability to provide empathic support and maintain confidentiality and calm with individuals seeking services
- Proven interpersonal and communication skills (both verbal and written)
- Commitment to promoting cultural humility and social justice values
- Ability to work independently and as part of a team
- Ability to multitask
- Motivated and resourceful
- Complete HAWC's 30 hour pre-service training for new staff and volunteers
- Able to flex hours to meet position responsibilities
- Must have access to reliable transportation

Position Duties & Responsibilities

- Front line coverage of incoming office calls and office reception, including responding to survivors of domestic violence, assessing their needs and connecting them to services
- Screens and schedules clients for appointments/intakes with HAWC services
- Process daily mail
- Supports Director of Finance & Director of Operations on various projects
- Supports staff attorneys with copying, mailing and data entry
- Collects, sorts and distributes mail and supplies to clients, including distribution from offices to shelter
- Collects, sorts and inventories donations and supplies, including distribution from offices to shelter
- Participates in coverage of HAWC's 24/7 emergency hotline
- Attends regular supervision, team meetings and all staff meetings
- Ability to work in the office and remotely in compliance with Remote Work Policy, as public health requires.

HAWC is an Equal Opportunity Employer. HAWC does not discriminate on the basis of race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status or genetic information. Survivors, people who are bilingual/bicultural, persons of color, people with disabilities and members of the LGBTQ+ community are strongly encouraged to apply.

Please email cover letter and resume to Sara Stanley at Saras@hawcdv.org with "Triage Coordinator" in the subject line or mail to HAWC Attn: Sara Stanley, 27 Congress St. Ste. 204, Salem, MA 01970.