

Hospital Services Supervisor

Women Helping Women

Location: Remote. Position requires occasional in-person participation for training, meetings, or community/hospital partner events.

Who We Are

Women Helping Women (WHW) serves survivors of gender-based violence including domestic violence, sexual assault, and stalking in Adams, Brown, Butler, Clermont, and Hamilton Counties. Founded in 1973, WHW has grown into a mission-driven nonprofit with over 100 staff members across multiple teams. Our mission is to prevent gender-based violence and to empower all survivors.

What We're Looking For

The Hospital Services Supervisor leads and supports the hospital advocacy team in delivering 24/7 crisis response services at partner hospitals in Butler, Clermont, and Hamilton County. This role ensures seamless delivery of services for survivors of domestic violence, sexual assault, and stalking during emergency room visits and forensic exams. This role includes staff supervision, documentation review, program development, community engagement, and administrative oversight to meet agency goals.

This position follows a rotating schedule that includes both administrative weeks and on-call coverage:

- **Administrative Weeks:** Monday-Friday 8:30AM—5:00PM, with occasional evening commitments for meetings or events.
- **On-Call Coverage:** During assigned on-call weeks, the Hospital Response Supervisor is expected to be available 24/7, including evenings, weekends, and holidays. This includes responding to calls promptly and providing support in accordance with program protocols.

What You Will Be Responsible For

- **Staff Supervision:** Provide direct supervision, guidance, and support to hospital advocates and volunteers, including hiring, training, scheduling, supervision, performance feedback, corrective action, and development support. Manage team schedule, shift coverage, and advocate shift assignments.
- **Program Oversight:** Develop, implement, monitor, and continuously strengthen the Hospital Services Program to ensure high-quality, trauma-informed services
- **Administrative Oversight:** Review and submit mileage and time sheets for self and staff, ensuring accuracy. Ensure accurate and timely completion of staff paperwork, time off requests, and required reports

- **Direct Service:** Provide direct crisis intervention and advocacy to survivors of domestic violence, dating violence, sexual assault, and stalking. This includes hospital accompaniment, telephone, one-on-one support, or other support as identified.
- **Program Evaluation & Improvement:** Review and monitor data, outcomes, and client feedback; ensure quality services, accurate reporting, and continuous program improvement.
- **Community Engagement:** Build and maintain collaborative relationships with hospital leadership and personnel and other community partners, model agency values, and represent the agency professionally.
- **Agency Leadership:** Support WHW's mission, vision, and strategic goals; contribute to policy, procedure, and operational improvements.

About You

Required Qualifications

- Bachelor's degree (BA/BS) in social work, psychology, public health, or a related field; or 4 years of equivalent professional experience
- Valid driver's license and reliable transportation
- Strong computer skills, including proficiency with Microsoft Office, databases, and email

Preferred Qualifications

- At least two years of experience in crisis intervention, advocacy, or direct service within the domestic violence or sexual assault field
- Experience delivering training and educational programs
- 1+ years of supervisory experience
- Experience building and maintaining community partnerships, particularly with hospitals and social service agencies

Required Skills and Competencies

- **Leadership and Team Development:** Provide trauma-informed guidance, coaching, and accountability to staff while fostering a collaborative and productive work environment, professional growth, and consistent high-quality service delivery.
- **Organization and Record-Keeping:** Maintain strong organizational skills, accurately manage documentation and reports, oversee scheduling and administrative processes, and ensure compliance with agency policies and procedures.
- **Collaboration and Relationship Building:** Effectively build and sustain positive working relationships with hospital partners, community agencies, and internal teams.

- **Problem-Solving and Critical Thinking:** Apply sound judgment and critical thinking to assess complex situations, resolve challenges, and support advocates in navigating crises and evolving program needs.
- **Crisis Intervention and Advocacy:** Demonstrate a strong understanding of trauma-informed, survivor-centered advocacy and support staff in delivering effective crisis intervention to survivors of domestic violence, dating violence, sexual assault, and stalking.
- **Communication Skills:** Communicate clearly and professionally, both verbally and in writing, ensuring accurate documentation, effective collaboration, and supportive communication.
- **Cultural Competency and Welcoming:** Promote equitable and welcoming services by honoring the diverse identities and experiences of staff, survivors, and community partners.
- **Confidentiality and Professional Ethics:** Maintain discretion and handle confidential information appropriately and model ethical decision-making.
- **Stress Management and Emotional Resilience:** Maintain composure, professionalism, and sound judgment in high-stress or emotionally intense environments and support staff in navigating similar challenges.

Compensation

The compensation range for this salaried, exempt opportunity is \$43,680/year -- \$47,840/year. The target compensation range is subject to multiple factors including education and experience.

Women Helping Women is proud to offer a variety of benefits to support employees and their families, including:

- Medical, Dental, & Vision Insurance
- Retirement Plans
- Monthly Parking Stipend
- Paid Vacation, Sick Time Off & Self Care Days
- And more...

Women Helping Women complies with applicable laws requiring reasonable accommodations for individuals with disabilities. WHW is an equal opportunity employer.