Request for Proposals

Hotline Technology Project Management Consultant

The New York City Anti-Violence Project (AVP) is searching for an experienced technology and project management expert to oversee the process of modernizing our 24/7 English-Spanish crisis intervention hotline and laying the groundwork for future technological advances that will enhance our ability to: support LGBTQ and HV-affected survivors of violence; collect and disseminate data about that violence; and develop organizing and advocacy campaigns to address and prevent violence.

About AVP: AVP empowers lesbian, gay, bisexual, transgender, queer (LGBTQ) and HIV-affected communities and allies to end all forms of violence through organizing and education, and supports survivors through counseling and advocacy. AVP envisions a world in which all lesbian, gay, bisexual, transgender, queer and HIV-affected people are safe, respected and live free from violence.

AVP was founded in 1980 in response to a series of brutal anti-gay attacks, and today, provides free and confidential assistance to thousands of LGBTQ and HIV-affected people across New York City each year through our 24-hour bilingual hotline, counseling, support groups, legal representation and individual advocacy. In addition, AVP helps survivors of violence and allies become advocates for safety through participation in community education, outreach, and organizing strategies. AVP coordinates the National Coalition of Anti-Violence Programs (NCAVP), a coalition of nearly 50 organizations that works to prevent, respond to, and end all forms of violence against and within LGBTQ communities. Through the coalition, AVP publishes reports on national trends of violence in LGBTQ communities.

About the Project: Ultimately, our goal is to continue to harness technology to help us build an anti-violence movement that is flexible and can mobilize and activate thousands to take collective action and demand changes that will create safety and dismantle the conditions that lead to violence. The COVID-19 pandemic has exposed the urgent need for anti-violence services and activism to be digital, portable, multi-faceted and adaptable to the needs of community members.

While we want to upgrade several of our systems to function more virtually, our first priority is our hotline. **Our goal is to add text and chat capability, increase call capacity, and improve and enhance engagement with our communities,** in order to bring the lifeline of AVP's hotline to more LGBTQ people, and to better connect with current and future generations of survivors in the ways they feel most comfortable. The hotline advancement must be operational by June 2021.

The consultant will:
- Review AVP's current hotline processes and infrastructure;

- Determine the most efficient and cost-effective plan and system for immediately upgrading the hotline, including adding text and chat features, while ensuring that there is capacity for future growth and expansion;
- Identify ways to improve the experience for callers;
- Work with AVP staff leads to determine the best contractors and supplies to utilize to implement the technological upgrades;
- Oversee the expansion project from start to finish.

How to Apply: Consultants interested in working with AVP on this project should submit a brief proposal (2-5 pages) describing their qualifications, relevant experience, approach proposed timeline and project budget. Proposals should discuss the consultant's familiarity and/or experience working with people who are LGBTQ, people living with HIV, low income people, people of color, survivors of violence, as well as the proposer's experience and familiarity with issues relevant to reaching those populations through communications technology.

All proposals must be uploaded to https://bit.ly/avpishiring by Friday, December 18, 2020.

AVP is committed to hiring individuals of diverse races, ethnicities, religions, genders, gender identities or expressions, ages, sexes, sexual orientations, national origins, disabilities, and citizen, marital and HIV statuses.