



New York City Anti-Violence Project
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New York, NY 10038
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212.714.1141 24-hour hotline

JOB ANNOUNCEMENT – INTAKE COORDINATOR

Title: Intake Coordinator

Department: Client Services

The New York City Anti-Violence Project (AVP) is excited to welcome a new member to our team! We are looking for a dynamic candidate to join our Client Services Department to support the redesign, development, and implementation, and to oversee a new intake system for our direct services, to ensure LGBTQ and HIV-affected survivors of violence have access to affirming, inclusive, trauma-informed, anti-oppressive safety, support, and services.

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. We were one of the first LGBTQ anti-violence organizations in the country and are a national leader in the anti-violence movement.

The Intake Coordinator will staff AVP's 24-hour English/Spanish hotline, provide intake to callers and route them to appropriate services, within AVP or through referral to our network of community resources and services. They will support day-to-day hotline operations, including scheduling and supporting volunteers, as well as regular training. This position has the opportunity for supervision experience with volunteers and interns.

The ideal person for this job is someone with experience working with LGBTQ and HIV-affected people, communities, and survivors of violence, including providing crisis intervention and support, and who has strong administrative and project management skills. A commitment to ending violence within and against LGBTQ and HIV-affected people and communities is a must.

Candidates fluent in Spanish, as well as English, are strongly encouraged to apply.

Applicants should:

- Be comfortable and confident in working in a multi-disciplinary, direct service / crisis management setting,
- Have the capacity to set effective boundaries,
- Be detail-oriented, and ready to dive into trauma-informed, anti-oppressive anti-violence work with queer, trans, and HIV-affected communities.

This position offers the opportunity to work in an organization that:

- Approaches our work from anti-oppressive and trauma-informed principles, internally and externally, recognizing we always have room to grow;
- Values collaboration and creativity in our passionate team;
- Centers the work on those most impacted by violence, working to find community based, and community-led solutions;
- Is committed to providing strong supervisory support and professional development opportunities.

This is an at-will, non-exempt position with a salary range of \$54,000 - \$56,000. Hours are generally 10am – 6pm, Monday through Friday. This position is based in the AVP office in Manhattan, but is currently remote due to COVID-19.

Good benefits and working environment. Benefits include, but are not limited to, paid time off amounting to over 5 weeks in first year of employment plus generous sick time, medical, dental, vision, life, and disability insurance, 403(b) retirement investment plan (employee contribution only), flexible spending accounts for medical and transit costs, pooled sick leave, paid family leave, and flexible/remote work options.

Interested applicants can upload their resume and cover letter to <https://bit.ly/avpishiring> by April 30, 2021.

No phone calls, please. Candidates will be notified if we are seeking an interview; because of the high volume of responses it will not be possible to respond to all inquiries. Interviews will be scheduled on a rolling basis.

AVP is committed to providing equal employment opportunity to all qualified individuals and endeavors to hire individuals of diverse races, colors, creeds, ethnicities, religions, genders, gender identities or expressions, ages, sexes, sexual orientations, national origins, disabilities, and citizen, marital, veteran and HIV statuses. There is no minimum education requirement for this position.