

# SAMARITAN HOUSE

## Job Description

<b>Position:</b> Crisis Services Supervisor	<b>Approved on:</b> November 16, 2017
<b>Reports to:</b> Program Director	<b>Revision Date:</b> August 18, 2025
<input checked="" type="checkbox"/> <b>Exempt</b> <input type="checkbox"/> <b>Non-exempt</b>	<input type="checkbox"/> <b>Administrative</b> <input checked="" type="checkbox"/> <b>Direct Client Services</b>

**Position Summary:** This incumbent is an essential staff member and is responsible for the coordination of all duties of the Intake and Victim Advocate Departments. This includes assistance with the supervision and daily oversight of staff, volunteers, interns, as well as the scheduling, reporting, and coordination of appropriate services to all clients who enter services. The position will conduct crisis interviews with callers and walk-ins as needed, screen requests for services and shelter, conduct intake assessments, and assign residents to shelter. This position will be responsible for maintaining policies and procedures, coordinating agency intake, shelter and victim advocacy services for all victims of human trafficking, domestic violence, sexual assault and homelessness.

### Job Responsibilities:

1. Ensure staffing and scheduling is complete for daytime, evening, overnight and weekend intake shifts for the functions of screening all requests for services, conducting crisis interviews and securing transportation and placement for callers who are victims of domestic/sexual violence or human trafficking and ensuring staffing for victim advocacy shifts at the courthouse and detective bureau.
2. Work collaboratively with community partners to include other victim service agencies and Human Trafficking Task Force partners to screen all potential trafficking victims and ensure callers are connected to Samaritan House services.
3. Screen requests for services, conduct crisis interviews, as needed and secure transportation and placement for callers who are in imminent and/or non-imminent danger based on the assessment of resources and needs.
4. Provide information and referral to other organizations as appropriate. Advocate with other organizations for services as needed for participants.
5. Determine emergency housing placements according to presented need, utilizing a triage approach while adhering to Samaritan House and Hampton Roads Human Trafficking Task Force policies.
6. To ensure trauma-informed and efficient hotline response and intake interviews that adhere to policies and procedures; as well as comprehensive data/document collection for all incoming residents.
7. To ensure proper orientation and accompaniment of new participants to their designated emergency house.
8. Review, maintain, distribute, and address/follow-up with outstanding tasks/needs on the "Resident Information Board," shift notes, and daily census reports and help to manage the security systems at the emergency houses.
9. Follow the policy for placement of families/individuals in immediate/imminent danger when emergency houses are full; provide immediate on-site consultation to survivors of violence who are referred by hospital emergency rooms and law enforcement.
10. Work collaboratively with law enforcement, domestic violence units, and child protective services to ensure immediate and follow-up interventions to victims.
11. Review and audit all participant files to ensure proper documentation, data entry, and notation entry as determined by Samaritan House policies and procedures and grant regulations.

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12. Attend relevant community meetings such as Coordinated Community Response Team (CCRT) and Hampton Roads Human Trafficking Task Force meetings as requested.
13. Collect and report information regarding Lethality Assessment Protocols, LAPs, as the LAP Coordinator of Samaritan House.
14. Maintain and update the resource manual detailing available community resources and departmental policies and procedures.
15. Train and supervise volunteers and student interns; assist with supervision, retention and appreciation efforts.
16. Adhere to all agency and departmental policies and ensure staff compliance with all relevant grants, policies and procedures.
17. Collect agency statistics and complete relevant grant compliance and other reports.
18. Provide input to the Program Director on staff performance and program evaluation.
19. Provide direct supervision, evaluation, and training to staff.
20. Ensure grant compliance by conducting program evaluation and aiding with the management of grant expenditures.
21. Position is defined as Essential Staff, which are employees that have positions within the organization that may require them to work regardless of scheduled holidays, unexpected closures, weather alerts, and natural disasters such as hurricanes, tornados, or pandemics.
22. Other duties as assigned.

### Required Background:

- Bachelor's or Master's Degree in social work, counseling, or directly related field is preferred. History of work experience will be considered.
- Experience with hotline management, victim advocacy, crisis response, human trafficking, domestic violence and/or homeless shelter or other relevant work experience.
- At least one year of supervisory/leadership experience is preferred.
- Working knowledge of issues as they relate to human trafficking, domestic violence, sexual assault and homelessness.
- Valid VA Driver's License
- CPR certification with adults and children within six months of hire

### Required Skills:

- Experience in managing and directing staff and/or volunteers
- Demonstrated ability to organize and prioritize work activities for themselves and others
- Knowledge of and adherence to agency mission, policies, and procedures, including Code of Conduct and mandatory reporting requirements.
- Knowledge of team model of practice and the application of group dynamics theory and practice.
- Knowledge of human development theory across the lifespan.
- Skills in establishing non-victimizing rapport with individuals and families.
- Excellent written and oral communication skills with families, staff and interagency professionals.

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- Skills in gathering, interpreting, and compiling information about families and resources in the community.
- Skills in teaching adults and supervising volunteers.
- Ability to work effectively in crisis situations, utilizing the teamwork model of practice.
- Ability to plan and manage own work activities and seek and use supervision effectively to increase skills and knowledge.
- Ability to represent the agency in public speaking and in community coalitions.
- Ability to maintain and keep records current and complete statistical reports in a timely manner.
- Ability to read, write and communicate in English
- Ability to work within a team model of service delivery

### Required Physical Skills:

- Ability to lift 25 pounds
- Ability to operate a motor vehicle, car, truck, and/or van
- Ability to walk, climb and reach.
- Ability to attend and conduct meetings.

Salary: Based on experience and qualifications. This is a full-time position with benefits. Please submit resume and job application to:

Theresa Lindsey  
Director of Operations  
Samaritan House, Inc.  
2620 Southern Blvd.  
Virginia Beach, VA 23452  
757 631-0710 ext 253 (phone)  
757 631-0747 (fax)  
[theresal@samaritanhouseva.org](mailto:theresal@samaritanhouseva.org)

Please download and complete Job Application Form at: [www.samaritanhouseva.org](http://www.samaritanhouseva.org)

Samaritan House Inc. is committed to a drug free workplace and has a non-discrimination policy of equal opportunity for all persons and does not discriminate based on race, ethnicity, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, limited English proficiency, immigration status or veteran status in employment, services and or volunteer opportunity.