

OPEN POSITION: HOTLINE AND ADVOCACY MANAGER

The Laboratory to Combat Human Trafficking is an Equal Opportunity Employer and strives to represent all of our community members. We strongly encourage applications from survivors, those with lived experiences, candidates with nontraditional professional or educational backgrounds, and members of marginalized communities, among them BIPOC, LGBTQ+, and differently abled individuals.

BASIC FUNCTION

Reporting to the Executive Director, the **Hotline and Advocacy Manager** will have responsibility to enhance and expand our Hotline and Resource Directory Program. This individual will be responsible for developing and implementing a sustainable growth strategy alongside an externally-led statewide public awareness campaign. This individual will also be responsible for partnering with providers and law enforcement around the state to develop and strengthen relationships and protocols that meet the needs of survivors statewide. The Hotline and Advocacy Manager will also supervise the Program Coordinator, providing oversight of their coordination of both the Leadership Development Program and Hotline volunteers.

KEY RESPONSIBILITIES

Manage the Hotline and Resource Directory Program

- Oversee the 24/7 operation of Colorado's Human Trafficking Hotline, including emergency backup on-call support on a rotational basis
- Maintain and expand public-facing and internal statewide resource directories, conduct biannual vetting of directory membership
- Monitor all hotline interactions, analyze data for trends and with a lens to inform program strategy
- Manage Hotline and Resource Directory program budget, complete quarterly grant reports
- Manage growth strategy that allows hotline program to sustainably scale alongside a 2021-2022 public awareness campaign
- Manage contractors to ensure accountability to contract deliverables and timelines, and ensure outcomes resulting from engagement with consultants contribute to organizational learning, with deliverables and opportunities shared in inclusive, equitable and strategic ways

Evaluation

- Evaluate and strengthen existing partnerships and collaborative efforts to connect survivors to next steps and resources; identify gaps and foster new partnerships with service providers and law enforcement that expand our capacity to comprehensively and inclusively support survivors statewide
- Strengthen commitment to trauma-responsive, survivor-centered, and anti-racist programming

Leadership

- Deliver trainings on human trafficking to service providers, represent LCHT in advocacy meetings and other partnerships
- Collaborate with the Governor's Council on Human Trafficking Public Awareness Working Group (PAWG) to measure success of public awareness campaign, participate in ongoing PAWG meetings
- Write and disseminate communication materials that articulate the Hotline program's purpose and accomplishments with impact
- Supervise, mentor and develop/deliver curricula and wellness sessions to interns through LCHT's Leadership Development Program, including year-long MSW students
- Supervise LCHT's Program Coordinator and provide oversight of their coordination of the Leadership Development Program and Hotline volunteers

QUALIFICATIONS

LCHT is committed to growing leaders in the HT movement and we welcome applicants with leadership and growth potential as evidenced by education, work, volunteer, and project history.

- Approachable, empathic leader with high energy and enthusiasm for the work, demonstrated ability to motivate and inspire a large team of colleagues/volunteers, and works effectively with a diversity of people and constituencies from a standpoint of non-judgment
- Strong interpersonal skills, including relationship and trust building, communication and listening, and personal engagement/networking
- Program management experience, including development, implementation, and evaluation; demonstrated ability to sustainably scale a program without overwhelming its capacity for change
- Demonstrated facilitation skills, including working with people from diverse backgrounds, working with medium to large groups and managing difficult dialogues
- Demonstrated commitment to social justice, human rights; personal awareness of privilege(s)
- Self-awareness and ability to discern how one's own lived experiences can impact sustainability in human rights work; demonstrated commitment to self-care, setting healthy boundaries and access to/willingness to access a community of support and/or resources that promotes longevity in the field
- A team player who can work effectively and cohesively alongside staff and board members, commitment to making positive contributions to LCHT's team culture
- Understanding and appreciation of the complex root causes that lead to exploitation
- Demonstrated writing skills
- Experience with data analytics utilizing Salesforce or similar CRM/online databases a plus
- Willingness to roll up their sleeves and "do the work"

EXPERIENCE/EDUCATION SOUGHT

- At least 5 years professional experience, ideally with a focus on program management and/or direct service.
- Previous experience with a crisis services hotline required.
- Bachelor's Degree in social work or allied field required, MSW or advanced degree in allied field preferred; will consider candidates who have commensurate experience in lieu of graduate education
- Bilingual, Spanish speaking/reading/writing candidate a plus, but not required

LOCATION/HOURS

Denver, CO, although occasional travel across the state will be required. Full-time position, 40 hours/week. Flexible work hours, including some weekend and evening hours. Position requires 24/7 emergency backup availability on a rotational basis.

EXPECTED COMPENSATION

\$50,000-\$55,000 + medical (100% premium paid by LCHT), dental, vision insurance (75% premium paid by LCHT), group term life insurance + retirement plan match + paid time off, paid family leave + potential annual bonus

REQUIRED APPLICATION DOCUMENTS

Interested applicants should submit a resume, cover letter and list of references from three supervisors to accounts@combathumantrafficking.org.

ABOUT LCHT

The Laboratory to Combat Human Trafficking's mission is to inform social change that eliminates human exploitation; our vision is the end of human trafficking. Our program areas include training and education, leadership development, research and hotline. Through our efforts, LCHT influences and shapes the anti-human trafficking movement at the local, state, regional, and national levels. More at combathumantrafficking.org.