Organization Overview

Sakhi for South Asian Women exists to represent the South Asian diaspora in a survivor-led movement for gender-justice and to honor the collective and inherent power of all survivors of violence. Sakhi is committed to serving survivors through a combination of efforts including-- but not limited to-- direct services, advocacy and organizing, technical assistance, and community outreach.

At Sakhi, we offer a unique work environment that is collaborative, fun, and committed to social justice.

Position Responsibilities

The Helpline & Volunteer Manager oversees and coordinates Sakhi’s helpline services program. This individual will recruit and train helpline volunteers, organize the day-to-day operations of the program, and ensure that all volunteers are equipped with the tools necessary to provide sufficient resources and support to helpline callers. The Helpline & Volunteer Manager will also collaborate actively with the Anti-Violence team to improve the quality and efficiency of helpline services.

Operations

- Monitor the performance and efficiency of Sakhi’s helpline and volunteer programs, seeking improvements as necessary
- Work closely with the Anti-Violence team in both the Queens & Manhattan offices
- Support Sakhi’s mental health counselors as needed in selecting, training, and overseeing the MSW intern program
- Support Sakhi’s helpline service during regular work hours alongside AVP Advocates and MSW interns, and serve as a point of contact for helpline volunteers outside of regular work hours
- Produce and keep track of monthly helpline reports that outline call volumes, referrals, and services provided
Administration & Volunteer Management

- Develop and implement strategies to recruit and retain volunteers for Sakhi’s helpline program and other (Economic Empowerment, Communications, Anti-Violence, etc.) programs
- Supervise the day-to-day operations of the 24/7 Helpline Program:
  - Create weekly helpline schedules to ensure no gaps in coverage and assume helpline duty when such gaps occur
  - Ensure callers receive adequate information and resources
  - Provide helpline volunteers with additional support as necessary
  - Offer and facilitate quarterly volunteer community-building meetings and/or other programmatic events during which all volunteers can connect, process, and share experiences

Training

- Develop on-boarding materials that are culturally responsive and Sakhi-specific
- Lead trainings for new Sakhi volunteers: inclusive of coordinating with Sakhi staff, and shadowing/supervising new volunteers across program areas to ensure quality and compliance
- Ensure that Sakhi helpline volunteers provide:
  - Sufficient crisis response and safety planning to helpline callers
  - Sufficient information on rights, resources, and services available
  - A thorough explanation of Sakhi and its offered services
- Pursue external training programs and partnerships with local organizations where fit to complement and consistently grow volunteers’ skillset

Suggested Qualifications

- A Bachelor’s degree and relevant work experience in gender-based violence advocacy. Master’s degree in program or policy administration preferred
- Fluency in one or more South Asian languages, especially Hindi, Urdu, and/or Bengali
- U.S. Work authorization required
- Ability to engage with diverse communities and audiences
- Strong interpersonal, crisis intervention, writing, and organization skills
- Excellent public speaking skills and leadership qualities preferred
- Experience overseeing multiple staff, volunteers, and program responsibilities
- Experience with program development and implementation
- Ability to work well under pressure and juggle multiple time-sensitive tasks
Application Information

Applications accepted on a rolling basis. To apply, email your cover letter and resume to hr@sakhi.org with subject “Helpline & Volunteer Manager Applicant.”