



Job Title: Supervisor, Crisis Line Services

Position Type: Full-Time | Non-Bargaining (Unionized Environment)

Location: Ontario (GTA-based with provincial travel as required)

Reports To: Manager, Client Services and Quality Assurance (or designate)

Hours: 35 hours per week

About the Role

The Supervisor, Crisis Line Services provides day-to-day leadership to a team of Crisis Line Responders supporting individuals experiencing intimate partner violence, gender-based violence, and elder abuse (including support through the Seniors Safety Line). **** This position is NOT remote and requires the supervisor to be onsite in the Etobicoke office.****

This role ensures the delivery of high-quality, survivor-centered crisis support while fostering a responsive, accountable, and supportive team environment. This is a hands-on leadership role within a 24/7 service setting.

Key Responsibilities

1. Supervision of Crisis Line Responders (Core Operational Leadership)

- Provide real-time supervision to responders delivering phone, chat, and text-based crisis services
- Ensure consistent application of trauma-informed, survivor-centered, and anti-oppressive practices
- Oversee use of crisis intervention frameworks and safety planning protocols
- Act as escalation point for high-risk situations (e.g., imminent danger, suicide ideation, duty to report)
- Monitor live service delivery and intervene as needed
- Maintain accountability for service standards and team performance

2. Staffing & Workforce Coordination

- Implement staffing model to ensure effective 24/7 coverage
- Develop and manage team schedules
- Adjust staffing dynamically based on service demand, risk levels, and staff capacity
- Manage real-time staffing changes (absences, surge needs)
- Review and approve timecards in alignment with payroll processes

3. Collaboration with Training, Resource & Outreach (TRO)

- Partner with TRO team to align frontline practices with training and resources
- Provide insights to inform training development and improvements
- Identify knowledge gaps and emerging service trends
- Support rollout of new tools, protocols, and training initiatives

4. Coaching & Practice Development

- Deliver reflective supervision and ongoing coaching
- Support skill development in crisis intervention, de-escalation, and safety planning
- Lead case consultations and debriefs
- Address performance concerns and implement improvement plans

5. Quality Assurance & Data Integrity

- Ensure accurate documentation in CRM systems (e.g., Salesforce)
- Monitor quality of case notes, risk assessments, and referrals
- Conduct service audits (calls, chats, texts)
- Identify service gaps and support continuous improvement

6. Risk Management & Compliance

- Ensure adherence to confidentiality, privacy laws, and reporting obligations
- Lead incident response and documentation
- Escalate critical issues to leadership
- Support continuous improvement of operational protocols

7. Staff Wellness & Sustainability

- Promote a psychologically safe work environment
- Monitor and address burnout, vicarious trauma, and compassion fatigue
- Integrate wellness practices into supervision and team culture
- Support sustainable workload and staffing practices

8. Operational Feedback & System Improvement

- Act as liaison between frontline staff, training teams, and leadership
- Contribute to service improvements and system coordination
- Support implementation of new initiatives and tools

9. Reporting & Communication

- Provide regular updates on service trends, risks, and staffing needs
- Ensure clear communication across shifts
- Contribute to internal reporting and planning

Additional Information

The Employer reserves the right to assign duties reasonably related to this position in accordance with operational requirements.

Equity, Diversity & Inclusion

AWHL is committed to building a diverse and inclusive workplace that reflects the communities we serve. We strongly encourage applications from Indigenous, Black, and racialized individuals; newcomers; persons with disabilities; members of the 2SLGBTQ+ community; and individuals with lived experience related to gender-based violence or elder abuse.

We are committed to anti-oppression, trauma-informed practice, and equitable service delivery.

How to Apply

Please submit your resume and cover letter via email to madang@awhl.org by Monday May 11 at 4:00 PM.