



Director of Advocacy Services

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees so classified.

POSITION SUMMARY: To provide oversight and management of the Advocacy Services Department, which include Dunn House Shelter, Community Advocacy, and HelpLine programs.

QUALIFICATIONS:

- Bachelor's degree in psychology, public health, social science or other related field required; Master's preferred.
- Knowledge of the field of domestic and sexual violence required.
- At least two years of related direct service or administrative experience required.
- 3 years providing program, grants, and budget management.
- Experience with management including budget and grant management preferred.
- Subscribe to a professional code of ethics.
- If you are required to drive a Community Works vehicle for your position: you must have a good driving record and a valid driver's license.
- If you are required to drive your personal vehicle for agency business more than 3 times an average month for your position: you must have a good driving record, a valid driver's license, and personal auto insurance with required personal liability minimum as mandated by Community Works insurance carrier. (Current personal liability amounts for Bodily Injury are \$100,000 each person, \$300,000 each occurrence).
- Current First Aid and CPR certification required.
- Must successfully pass a Background and Abuse Check.

SKILLS AND ABILITIES:

- Ability to handle confidential information concerning the Agency, clients, and program organizational plans, policies, and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
- Must be culturally competent and sensitive.
- Knowledge of the dynamics of domestic violence and sexual assault.
- Knowledge of populations that program serves.
- Knowledge of best practices/evidenced based practices for population that is served.
- Excellent leadership, management (budget, fiscal, and personnel), organizational, and supervisory skills.
- Ability to collaborate well with others.
- Ability to implement continuous quality improvement program activities.
- Ability to represent Community Works in a positive light internally and externally in a variety of public settings.
- Ability to lead/participate as a member of the senior staff team for the organization.
- Ability to build community support and collaborations.
- Ability to effectively supervise staff, both individually and in teams.
- Ability to effectively lead a large, complex program with various services.
- Ability to develop and implement a staff training program.
- Strong communication and interpersonal skills.
- Strong organizational skills.
- Computer/technical skills and competency.
- Ability to develop, write, and monitor grants.
- Ability to recognize gaps in access and equity for underserved groups.

ESSENTIAL FUNCTIONS: (The essential functions below include tasks that are integral to job performance and fundamental to accomplishing the job.)

- Promote the Agency in a positive manner to fellow employees, to our volunteers, and to people in the community.
- Maintain confidential information concerning the Agency, clients, and program organizational plans, policies and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
- Lead, manage, and administer multiple and complex grants and contracts, including budgeting and fiscal aspects.
- Fulfill all responsibilities as a member of the leadership team for the organization, including attendance to meetings and participation in discussions, decision-making, and completion of projects.
- Under the supervision of the Executive Director, represent Community Works throughout the community, state and region through public speaking, community affairs, and collaboration/committee meetings. Participate in networking and community activities in order to meet needs of the department.
- Maintain positive relationships with community partners and act as liaison between community/state agencies and organization.
- Participate in the development, implementation, and review of the agency's strategic framework and action plans as requested.
- Encourage teamwork and professionalism through modeling and cooperative interaction with colleagues, volunteers, community partners, and community members.

Department Oversight:

- Lead and support multiple teams to ensure cooperation and consistency in the delivery of services to clients.
- Apply standards for evidenced based and/or best practice in programs, including but not limited to, client interventions and services.
- Plan, facilitate and lead program development activities and projects.
- Assure that regular communication of information is provided through systems.
- Schedule and facilitate team meetings.
- Ensure that programs are in compliance with relevant professional and contractual standards.
- Understand all contracts, grants and accreditation requirements and provide concise, clear and consistent direction for implementation of said grants and contracts.
- Develop, review, revise and implement policies and procedures related to program operations for each program in the department in collaboration with the Executive Director.

Administrative/Business/Operations Functions:

- Develop, implement and oversee all budget and financial operations including developing and implementing a budget that is consistent with revenue projections.
- Provide oversight in grant development, including coordination and/or writing and editing for all applications.
- Assure that all reports, data, billing, and other required information is compiled and delivered in a timely and accurate manner.
- Utilize appropriate technology to enhance communication and administrative functions.
- Ensure that safety, critical incident and emergency response and management policies and procedures are implemented to provide for the safety of clients, staff, and community members.
- Oversee functions related to facilities/ensures that facilities are clean, attractive, functional and safe.

Staff Supervision and Human Resources:

- Supervise program staff including administrative (lead and management) staff.
- Ensure that all staff receive regular supervision that is documented and confidential.
- Complete the recruiting and hiring process for department positions as needed.
- Conduct evaluations of supervised employees and ensure that all employees in department/program receive timely performance evaluations.
- Address employee performance issues.
- Ensure that all human resources activities are completed according to agency policies, procedures and practices.
- Ensure that staff orientation and training requirements are met, including documentation of activities.
- Provide in-service training to staff including but not limited to, communication skills, work management skills, and conflict management skills.

Continuous Quality Improvement:

- Promote and participate in the continuous quality improvement at both a program and organizational level.
- Set and meet measurable outcomes and performance measures to be used in continuous quality assurance process.
- Assure that all client records are developed and maintained according to regulations and contractual requirements and that records are reviewed on a regular basis.
- Oversee preparation for outside audits and program reviews and assume responsibility for passing all program audits, including ensuring that corrective action plans are developed and implemented.

Position Name: Director of Advocacy Services

Department: Advocacy Services

Supervisor: Executive Director

Revision Date:

FTE: 1.0 Exempt Non-Exempt

Position #:

Position Open: Until Filled

Send your cover letter and resume to be considered for this position.

Please include the position name and position number
in the subject line of your email and in your cover letter.

For open positions, check our website at www.community-works.org

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