



POSITION DESCRIPTION

POSITION: Director of Advocacy

STATUS: ☒ Full Time ☐ Part Time ☒ Exempt ☐ Non-Exempt

Join our dynamic and dedicated management team to help provide a safe, compassionate, healing environment for children who have been a victim or witnessed a crime. Our Director of Advocacy helps uphold our values of Collaboration, Excellence, and Impact by supporting the provision of quality advocacy services, ensuring each child has the safety and support they need to heal. The Director of Advocacy also actively participates in the Center's efforts to disrupt systems of oppression through inclusive decision-making and by creating pathways for advancement for every team member.

FUNCTION:

Reporting to the Executive Director, the Director of Advocacy is responsible for coordinating, maintaining, and enhancing the Center's Advocacy Program. Duties and responsibilities include program management and development, supervision and support for staff, and innovation for continuous quality improvement. The Director of Advocacy is the primary contact for the multidisciplinary team of investigative partners (child welfare and law enforcement) and service providers. This position supervises the Advocates as they work directly with children and families while also interacting with investigative partners (child welfare and law enforcement) and service providers.

DUTIES AND RESPONSIBILITIES:

Program Management

- Build a comprehensive Advocacy Program that adheres to accreditation standards and upholds the mission of the Center
- Support professional growth for all team members to build a culture of continuous quality improvement
- Ensure the Center and its services are represented accurately to investigative partners (child welfare and law enforcement) and the community
- Ensure protocols and procedures are effectively implemented and monitor/observe staff for quality and consistency of practice
- Conduct revision of the program and training requirements to ensure continuous quality improvement
- Develop and maintain collaborative relationships with both internally with other programs of the Center and externally with investigative partners (child welfare and law enforcement) and service providers
- Represent the Center at monthly multidisciplinary meetings to participate in discussion and information sharing regarding the investigation, case status and services needed by the child and family
- Act as a representative of the Center when appropriate and practical through attendance at community events

Supervision

- Conduct one-on-one and group supervision sessions utilizing Facilitating Attuned Interactions or similar reflective model of supervision
- Create a comprehensive professional development plan for each team member to build a culture of continuous quality improvement and provide support for individual professional advancement
- Conduct staff performance reviews and monitor progress towards goals
- Collaborate with the Executive Director and HR Generalist to address conflicts or challenges that impact the culture or work of the Center
- Manage team member schedules and review and approve timesheets
- Engage team members to assist in ongoing program improvement
- Provide direct Advocacy services as needed, such as when the volume of cases brought to the Center is high or for team member absences

Innovation

- Identify and develop opportunities to increase collaboration, both internally with other programs and externally with investigative partners (child welfare and law enforcement) and service providers
 - Engage staff members in meaningful discussions about what they would change about the Center or the system and ensure they have a voice for making decisions
 - Conduct research and inquiry at the local, State, regional, and national level to identify evidence-based and evidence-informed approaches to constantly improve programs
 - Collaborate with the Executive Director and appropriate team members to utilize the Plan-Do-Study-Act model of innovation to pilot proposed changes prior to full-scale implementation
 - Consider cultural implications of proposed changes and conduct appropriate research to avoid unintended consequences
- Perform other duties as assigned.

QUALIFICATIONS:

- Bachelor's degree in a related field or equivalent experience
- Two or more years' experience in a supervisory role
- Three or more years of case management experience working with children, families and trauma
- Experience working with Windows based software packages, including Excel and Word
- Must be able to pass a fingerprint test and a criminal background check

SPECIAL ABILITIES and KNOWLEDGE:

- Demonstrated ability to implement effective and supportive leadership for a diverse team
- Demonstrated ability to conduct program development for continuous quality improvement
- Excellent organizational skills and ability to produce written reports in a timely manner
- Ability to build internal and external relationships
- Problem solving, conflict resolution, and teambuilding
- Demonstrate a positive attitude, flexibility and empathy

Any offer of employment is contingent upon successful completion of new hire screenings, including background checks, drug testing, and professional reference checks.