



Advocacy Manager Job Description

Job Summary: The Advocacy Manager provides support, advocacy, options and referrals to victims of domestic violence, sexual assault, stalking and other violent crimes. She/He supervises direct service staff and provides guidance as they do the same. The Advocacy Manager is responsible for staffing the agency 24-hour crisis line on a rotating basis and is supervised by the Executive Director. This position requires a commitment to assisting victims, the ability to establish and maintain professional boundaries, strong communication skills, and the acceptance of social and cultural diversity.

Direct Client Services

- Provide crisis intervention, follow-up, support, advocacy, information and referrals to victims in-person and over the phone.
- Cover the 24-hour crisis line on a rotating basis and respond on-scene to provide emergency services to victims of crime.
- Conduct check-ins with clients and provide necessary follow-up advocacy.
- Assess victim safety and assist with safety planning including the arrangement of housing options as needed.
- Provide advocacy on behalf of clients working with community-based systems such as law enforcement, courts, social services, mental health providers, and substance abuse services.
- Accompany clients to appointments to secure financial assistance, explore long-term housing options, arrange for childcare and obtain legal assistance.
- Provide legal advocacy including assistance with protection orders, victim's compensation, divorce filings, child support and criminal/civil court support.
- Identify resources within the community and maintain good working relationships with community programs offering assistance to clients.
- Immediately report suspected child abuse and neglect to Child Protection Services.
- Provide assistance with other direct services components of programming as needed.

Indirect Client Services

- Supervise and mentor direct services staff.
- Collect and review timesheets and monthly financial documentation from direct services staff.
- Oversee data management in the Salesforce database system.
- Compile quantitative and qualitative data and work with the Program Sustainability Director to ensure grant reports are accurate and timely submitted.
- Ensure accuracy and timeliness of client file management.
- Develop and maintain good working relationships with key local and statewide contacts.
- Maintain professional and effective working relationships with other organizations, community leaders, and ALC's Board, staff, and volunteers.
- Foster an inclusive safehouse and office environment in which all clients are treated equally, regardless of race, ethnicity, national origin, disability, sex, sexual orientation, gender expression, gender identity or religion.
- Perform other related duties as assigned.

Minimum Requirements:

- Robust understanding of issues facing victims of domestic violence, sexual assault and other violent crimes
- Commitment to providing client-centered, empowerment-based services to victims of crime
- Bachelor's Degree from accredited institution

- 1-3 years professional experience with increasing management responsibility
- Remarkable interpersonal skills and self-awareness
- Strong attention to detail
- Able to pass background check
- Valid driver's license, reliable transportation, proof of insurance and clean driving record
- Some evening, weekend, and overnight availability
- Able to respond to Lake County within 45 minutes of dispatch to fulfill on-call responsibilities

Desired Qualifications:

- Bilingual English/Spanish
 - Master's degree in a social services field
 - 1-3 years experience in management
 - Impeccable written and oral communication skills
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- Some evening, weekend, and overnight work will be involved.
 - Applicant must be able to respond to Lake County within 45 minutes of dispatch to fulfill on-call responsibilities.
 - Full-time, exempt professional position.
 - Salary range: \$50,000- \$65,000.
 - Generous reimbursement for purchase of health, dental and vision insurance on agency ICHRA platform.
 - Retirement contribution.
 - Generous paid time off policy in addition to 11 paid holidays/year.
 - This job description is subject to periodic review by the Board of Directors.
 - ALC is an Equal Opportunity/Affirmative Action Employer.

Please send resume and cover letter to: jenny@advocatesoflakecounty.org.