



Job title: **Director of Client and Community Advocacy**

Supervisor: Executive Director

Effective: xxx

Status: Exempt Position

Job Description

JOB SUMMARY:

The Director of Client and Community Advocacy leads all agency systems change efforts and community advocacy; provides direct supervision of non-residential Client Advocates and Court Liaisons, serves as part of Shelterhouse's Leadership Team and provides back-up coverage to the Executive Director.

ESSENTIAL FUNCTIONS:

1. Leads Shelterhouse's systems change efforts, developing community partnerships to enhance systems response to survivors of domestic and sexual violence and improve offender accountability
2. Provides agency leadership related to empowerment; develops internal processes that are highly responsive to the needs of survivors
3. Leads agency efforts related to individual advocacy with survivors
4. Supervises all Midland and Gladwin non-residential client advocates and court liaison staff , including:
 - a. Orientation and ongoing training
 - b. Creation of work goals
 - c. Job performance feedback
 - d. Processing secondary trauma
 - e. Prioritizing self-care
5. Oversees activities of Gladwin outreach office
6. Oversees Alternatives to Violence Program in Midland County; leads advisory committee for Gladwin County program
7. Provides leadership to Midland County Domestic and Sexual Violence Coordinating Council; attends Gladwin County Domestic and Sexual Violence Coordinating Council
 - a. Supervises staff overseeing Court Watch Program
 - b. Leads Human Trafficking Work Group
8. Creates and leads new programs to support survivors, such as Bridge of Hope and Friends for the Journey
9. As designated by the Executive Director , creates job descriptions; posts positions; screens, interviews and selects candidates
10. Develops yearly work goals
11. Participates in outcomes collection efforts
12. Oversees response to requests for client records
13. Coordinates writing of narratives for grant reports
14. Grant writing at the request of the Executive Director
15. Participates in the Shelterhouse Leadership Team
16. Develops and maintains agency policies and procedures in conjunction with Leadership Team
17. Demonstrates community leadership with presence on various boards
18. Serves on Shelterhouse Board Fund Development and Communications Committee
19. Serves on-call for client service needs
20. Oversees master of social work interns when needed

Minimum Education:

Master’s degree in social work, counseling or related field and full licensure with at least five years post graduate experience.

Minimum/Preferred Qualifications:

1. Experience in program coordination and administration
2. Community collaboration and the ability to develop working partnerships
3. A community presence as a known expert in the field of domestic and sexual violence
4. Demonstrated ability to relate effectively to individuals of diverse backgrounds
5. Expertise in dynamics of domestic violence and sexual assault
6. Expertise in trauma-informed services
7. Possess strong verbal and written communication skills
8. Demonstrated supervisory abilities/skills
9. Grant writing skills
10. Analytical skill
11. Professional licensure in field of study
12. Basic skills in Microsoft Word/Office
13. Ability to delegate work to others.

Minimum Requirements:

1. Valid driver’s license
2. Reliable transportation
3. Valid proof of insurance

Approvals:

Executive Director

Date

Employee

Date

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as delegated to meet the ongoing needs of the organization and support programs and the well-being of clients.