



## Job Description

### **DIRECTOR OF ADVOCACY SERVICES**

**DEPARTMENT:** Programs and Services  
**REPORTS TO:** Chief Operating Officer  
**HOURS/STATUS:** Full time/ Exempt

### **JOB SUMMARY**

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The Director of Advocacy Services has the primary responsibility for the leadership, oversight, implementation, and assessment of community-based programs and services at Willow. The Director leads Willow's strategic and programmatic goals and key performance indicators for community advocacy services. The Director oversees multiple community partnerships and initiatives, and provides leadership to community program staff, including counselors, advocates, interns and volunteers. This is an exempt position with a pay range of \$60,000 - \$65,000 annually, dependent on skills and qualifications.

### **DUTIES AND RESPONSIBILITIES**

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#### **Leadership and Strategy Implementation**

- Provide program development, oversight and direction for all programs providing Counseling, including Hotline, Advocacy, and general wraparound services, as they relate to the full continuum of Willow care services.
- Supervise the Manager of Family Services, the Manager of Counseling Services, and the Manager of Advocacy Services. Provides orientation, training, and supportive leadership for direct reports, including evaluations and professional development, and coaches them in providing the same to their supporting staff.
- Create annual operating success plans to ensure programs are meeting all objectives and contractual requirements; assist managers in monitoring progress of plans.
- Assist with grant and budget development for Community Programs, and participates in budget planning with Agency management staff.
- Prepares for submission of grant applications and corresponding grant reports, including program reports and client and Agency activity reports, as required by funding sources for assigned programs.
- Collaborate with the AD of Evaluation & Impact to support programmatic development, tracking, compliance, and evaluation.
- Ensures standard operating procedure manuals for community programs are current and being utilized.
- Participates in strategic planning and meets the applicable goals of the Agency as defined in its Strategic Plan.
- Maintain an evaluation tool and process to assess effectiveness of service and compliance with program objectives; identify unmet/emerging needs and develop recommendations.
- Create, supervise and facilitate a survivor advisory committee as needed, along with other methods of soliciting feedback to incorporate into policies, procedures and program development.

#### **Advocacy and Community Partnerships**

- Oversee and maintain a 24 hour hotline system that ensures callers have immediate access to needed services, referrals, and safe shelter.
- Champion partnerships with providers and programs in the community to enhance the system of services available for survivors of domestic violence.
- Serves as an active participant in local and state coalitions [e.g. NYS Coalition Against Domestic Violence (NYSCADV)], Continuum of Care (COC), and other partnership meetings per CEO request. Active participation in community groups and committees designed to address family violence services and delivery for the county; facilitate and maintain CCR and DART.
- Network with other community resources and agencies (e.g., law enforcement, court systems, social services, etc.) to identify unmet needs for victims/survivors in the region, and develop and/or enhance options available for victims.
- Develop and implement innovative services that address the special needs of victims from diverse and/or underserved populations.
- Develop and implement services for teen dating violence and children witnessing DV and/or directly affected by abuse.
- Supervise and maintain a Safe Exchange Program for families at risk of continued violence related to custody and exchange.
- Provide non-judgmental, empathetic, supportive advocacy, crisis intervention (and ongoing crisis support) for survivors/victims of domestic violence.

## Documentation and Reporting

- ✔ Ensure all appropriate documentation is submitted to funding agencies in adherence with their guidelines.
- ✔ Oversight and responsibility for the proper monitoring, tracking, and documentation of community program activities and processes.
- ✔ Ensure the collection of timely and accurate program statistics.
- ✔ Collect, maintain and record program statistics to support grant objectives.
- ✔ Ensures quantitative and qualitative outcomes for reporting are administered for all programs.
- ✔ Provide information to community agencies addressing domestic violence services provided.

## Other Duties as Assigned

- ✔ Assist the CEO in identified strategic initiatives including goal setting, resource procurement, and promoting Willow's mission.
- ✔ Serve on the Agency Leadership Team to inform on agency policy, strategic decisions, and implementations.
- ✔ Champion Willow's culture and work to assure employees are engaged and supported, including partnering in the ongoing measurement and improvement of employee engagement.
- ✔ Represent Willow at the leadership level at community meetings and speaking engagements or with other partners as requested.
- ✔ Serve as a member of additional teams and groups at Willow and in the community when relevant.
- ✔ Maintain confidentiality and complete all job functions ethically and in a culturally competent manner.
- ✔ Participates, as requested, in all Agency management meetings and training; attends conferences, workshops, and trainings for professional development as required and approved.
- ✔ Conduct trainings on domestic violence dynamics and issues with community agencies to increase awareness.
- ✔ Researches best practices and law updates related to domestic violence.
- ✔ Recruit, train, supervise, support and retain local volunteers on service projects and work.
- ✔ Any other duties as may be assigned.

## REQUIRED QUALIFICATIONS

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- ✔ Master's degree in Social Work or Counseling preferred, bachelor's degree in a relevant field or equivalent combination of education and experience required.
- ✔ 5 years of supervisory experience preferred.
- ✔ A minimum of 5 years counseling experience working with clients who have experienced trauma.
- ✔ A minimum of 5 years program development experience.
- ✔ Excellent communication and interpersonal skills.
- ✔ Demonstrated success working in partnership with community organizations.
- ✔ Adaptable and flexible.
- ✔ Fluency in Spanish preferred.
- ✔ New York State Driver's License not in jeopardy of being revoked.
- ✔ Professional licensure (LMSW or LMHC) preferred.

## HOW TO APPLY

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Submit cover letter and resume by mail or email:

◦ **Mail:** P.O. Box 39601, Rochester, NY 14604

◦ **Email:** [HR@willowcenterny.org](mailto:HR@willowcenterny.org)

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

***We offer a generous benefits package including health and dental insurance, paid time off, and a 401k retirement plan.***

Willow Domestic Violence Center is committed to fostering, cultivating and preserving a culture of diversity and inclusion. Willow believes that a diverse workforce and inclusive workplace culture enhances the performance of our organization and our ability to fulfill our important missions. Willow is committed to fostering and supporting a workplace culture inclusive of people regardless of their race, ethnicity, national origin, gender, sexual orientation, socio-economic status, marital status, age, physical abilities, political affiliation, religious beliefs or any other non-merit fact, so that all employees feel included, equal valued and supported.