

RESILIENCE  
**Director of Advocacy Services**  
Job Posting

**Position Title:** Director of Advocacy Services (full-time, exempt)

**Reports to:** Director of Programs and Public Policy

**Salary Range:** \$70,000 - \$75,000, commensurate with experience

**ORGANIZATIONAL BACKGROUND**

Resilience is an independent, not-for-profit organization dedicated to the healing and empowerment of sexual assault survivors through non-judgmental crisis intervention counseling, individual and group counseling, and medical and legal advocacy in the greater Chicago metropolitan area. Resilience provides public education and institutional advocacy in order to improve the treatment of sexual assault survivors and to effect positive change in policies and public attitudes toward sexual assault. Established in 1974, Resilience now serves over 2000 survivors of sexual violence and their loved ones annually through our main office in downtown Chicago and our community-based offices in Austin, Ravenswood and on the Stroger Hospital campus.

**GENERAL ROLE DESCRIPTION**

The Director of Advocacy Services is responsible for overseeing the functions of the Advocacy Program, including 24-hour individual advocacy which includes criminal/civil justice and medical advocacy. This position is also responsible for the coordination of institutional advocacy with the medical community, Police, State's Attorney, social service organizations and other institutions that interface with sexual assault victims/survivors. The Director of Advocacy Services oversees all program staff, is responsible for managing the overall quality of the program and provides direct supervision of senior advocacy program staff, advocacy services supervisors, advocacy volunteer manager and the medical advocacy coordinator and is a member of Resilience's staff Leadership Team.

**COVID 19 CONSIDERATIONS**

Due to the current pandemic conditions, Resilience staff will temporarily work from home until such time that conditions allow for a return to our on-site offices.

**RESPONSIBILITIES**

- Oversee all aspects of the Advocacy Program, ensuring that services are provided in a professional, sensitive and effective manner; this includes ensuring regular monitoring of qualitative and quantitative service provision.
- Provide individual supervision to Senior Advocacy Program staff and convene team meetings, in conjunction with the Advocacy Services Supervisors, regarding service provision, case consultation, program effectiveness and overall agency business.
- Provide regular support and supervision to the Advocacy Services Supervisors regarding service provision, case consultation, program effectiveness and overall agency business.
- Provide support and supervision to the Advocacy Volunteer Manager with the coordination of the volunteer program, including coordination and facilitation of the volunteer training, continuing education, recruitment and retention.
- Provide support and supervision to Medical Advocacy Coordinator, including managing institutional advocacy and professional training efforts of partner hospitals.
- In conjunction with program leadership, provide back-up support to staff advocates while on call as needed.
- Serve as the agency liaison with contracted Resilience partner hospitals in regards to emergency advocacy services. In conjunction with Medical Advocacy Coordinator, ensure Resilience compliance with contracts and ensure bi-monthly reports for Resilience partner hospitals on Resilience service provision.
- Serve as the agency liaison with Message Center to ensure smooth operation of 24-hour emergency medical advocacy program.
- Serve as agency liaison to the Chicago Rape Crisis Hotline to ensure smooth operation of 24-hour emergency criminal justice advocacy services.

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- Advocate for systemic improvements to survivor treatment in partner hospitals, criminal justice systems and civil justice systems.
- Provide professional training to medical and criminal justice professionals, and ensure that medical in-services and criminal justice trainings are regularly and effectively provided by Advocacy Program staff.
- Support the Training & Outreach Coordinator in offering professional trainings for a variety of audiences through the Resilience Training Institute.
- Work with the Director of Programs and Public Policy to annually plan the institutional advocacy outreach and public policy initiatives to the medical and health care community, court systems, and child protective services.
- Work with Advocacy Program and Director of Programs & Public Policy in developing collaborative relationships with community-based agencies and groups.
- Work with the Director of Programs and Public Policy on program service MOU and contract provision.
- Conduct regular performance reviews of Advocacy Program direct reports, promoting their professional development and monitoring fulfillment of their individual responsibilities.
- Coordinate with the Director of Education & Training and the Director of Trauma Therapy on effective interface between services in each program.
- Compile, report, and analyze monthly and quarterly service hours through the InfoNet data system to ensure progress towards goals as well as timely and accurate data entry.
- Regularly evaluate overall Advocacy Program effectiveness in conjunction with the Advocacy Staff, Director of Programs and Public Policy.
- Work with the Director of Development and Director of Programs and Public Policy in preparation of advocacy portions of grant applications.
- Coordinate advocacy staff participation on local and statewide advocacy committees.
- Maintain a working knowledge of significant developments and trends in the field of sexual assault in order to enhance Advocacy Program effectiveness.
- Inform and comply with the annual Advocacy Program budget and fiscal guidelines of Resilience.
- Prepare other reports as required, including grant reports.
- Participate in all Program Leadership Team meetings, and other relevant staff/supervision/case consultation meetings.
- Attend advocacy in-services, and participate in staff development activities.
- Perform other duties as assigned.

**REQUIREMENTS**

- BA/BS or equivalent in related field (Masters preferred)
- Minimum of two years of supervisory experience required (supervisory role to staff working within civil or criminal court systems preferred)
- Strong interpersonal skills
- Ability to function well within a team environment, which includes cross-department collaboration
- Excellent verbal and written communication skills
- Strong public speaking skills with a variety of audiences
- Independent, results-focused, highly organized self-starter
- Exceptional organizational and record-keeping skills
- Positive attitude and pro-active approach to problem solving
- Ability to give and receive honest, constructive feedback
- Previous experience in the field of sexual violence/gender-based violence or domestic violence is required
- Strong analysis of social justice framework including racial equity, reproductive justice, disability inclusion, economic justice and LGBTQ+ issues is required

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- Previous experience working on women’s and/or human rights issues, and working with diverse populations including LGBTQ and BIPOC communities strongly preferred.
- Flexibility to work occasional evening and weekend hours required
- Completion of a minimum of 40-hours of sexual assault training within 90 days of hire is required; previous completion of the training is very strongly preferred requirements

**ENVIRONMENTAL/PHYSICAL**

- Meet all health requirements as needed.
- Potential for exposure to environmental and/or psychological hazards on or offsite at select partner locations.
- Physical requirements may include (extended or periodic) walking, bending, reaching, sitting and lifting.

***Persons of color and LGBTQ persons are encouraged to apply.*** Resilience is an equal opportunity employer and does not discriminate on the basis of race, age, sex, gender identity, gender expression, national origin, sexual orientation, or disability in its procedures and policies.

**To Apply:**

Send your cover letter and resume to: [jobs@ourresilience.org](mailto:jobs@ourresilience.org)  
Include the position title and your last name in the subject line.

**Please note that incomplete applications will not be considered.**  
No phone calls please.