

Resilience  
**Programs Assistant**  
Job Posting

**Position Title:** Programs Assistant (full-time, non-exempt)

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

**Salary Range:** \$43,000 - \$45,000, commensurate with experience

**Benefits:** HMO, Dental, Vision, Life Insurance fully covered by employer. Holiday, Vacation and Sick time.

**ORGANIZATIONAL BACKGROUND**

Resilience (formerly Rape Victim Advocates) 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 trauma therapy, 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 more than 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 Programs Assistant is an administrative support position to Resilience program implementation. This position assists in ensuring accurate direct service documentation, program evaluation and statistical reporting are completed. This role conducts audits of quantitative and qualitative data related to service delivery and assists in the Director of Programs & Public Policy with reporting direct service outcomes. The Programs Assistant audits program documentation, assists in generating billable services to funders and helps to manage agency MOU and contracts. Additionally, this position assists in providing general information and referrals to clients as needed.

**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**

- Provides monthly audits of staff direct services in relationship to service projections and submits monthly tracking of outcomes
- Assist Program Directors in creating summaries on service evaluations and providing reports to Director of Programs & Public Policy
- Assists Program Leadership in documentation and data entry of direct client and community-based services
- Provides administrative support to agency client data systems such as DocuSign and EmpowerDB
- Audits staff monthly reports
- Supports Medical Advocacy Coordinator in creating and sending out quarterly newsletter for hospital partners as needed
- Assist the Program Directors and Director of Programs & Public Policy with gathering data from staff monthlies to create invoices for grant-based services
- Provides assistance in coordinating grant requirements such as trainings and meetings as needed
- Provides over the phone support, crisis intervention, and information and referrals to sexual assault survivors as needed

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- Responds to agency website inquiries
- Provides support and information to family members and significant others within the bounds of the Illinois rape crisis confidentiality statute
- Maintains accurate and complete records of all services delivered, and adheres to agency and program documentation submission requirements
- Perform other administrative duties as assigned

**QUALIFICATIONS**

- Strong interest in data entry and analysis
- Strong interpersonal skills
- One year of professional work experience preferred (data systems experience preferred)
- Ability to objectively advocate for the needs/rights of others
- Excellent verbal and written communication skills
- Strong public speaking skills with a variety of audiences
- Ability to take initiative and work independently, as well as with a team
- Exceptional organizational and record-keeping skills
- Positive attitude and proactive approach to problem-solving
- Previous experience working with survivors of gender-based violence and/or human rights issues, addressing sexual violence/domestic violence, and working with diverse populations including LGBTQ communities strongly preferred
- Completion of a minimum of 40-hours of sexual assault training within two months of hire is required; previous completion of the training is strongly preferred

**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:**

Please send your cover letter and resume to:

Sarah Layden, Director of Programs & Public Policy  
jobs@ourresilience.org

**Please note that incomplete applications will not be considered.**

No phone calls, please.