



180 North Michigan Ave.
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ourresilience.org

Position Title: Advocacy Volunteer Supervisor (full-time, exempt)

Reports to: Supervisor of Advocacy Services

Pay Range: \$56,000- \$60,000, commensurate with experience

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

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 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 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 and Ravenswood, and several co-locations within partner organizations across the city.

GENERAL ROLE DESCRIPTION

The Advocacy Volunteer Supervisor is responsible for the recruitment, training, scheduling, and supervision of all advocacy volunteers and interns. This position is responsible for managing the volunteer component of our 24-hour crisis response services provided to Resilience's partner hospitals.

RESPONSIBILITIES

- Recruit, interview, hire, and supervise Resilience volunteer medical advocates
- Schedule and provide emotional support and supervision to volunteers who provide 24-hour crisis response to sexual violence survivors and their loved ones in Resilience partner hospitals
- Provide on-call coverage for assigned and rotating shifts as part of the 24-hour hospital crisis response. This involves regular evenings and weekends.
- Recruit new volunteers online and in-person at volunteer fairs, etc., continuing to increase the diversity and size of the volunteer pool. Maintain a volunteer recruitment database.
- Work in conjunction with the Crisis Services Supervisor and Director of Advocacy Services to ensure adequate staffing of the 24-hour on-call schedule. This includes coordination of volunteers, part-time and full-time advocacy program staff, and creating/updating a catalog of written resources, materials and guides for training and onboarding
- Facilitate a minimum of three sexual assault crisis intervention trainings for new volunteers each year, and provide on-going training through in-services, in accordance with standards set by the Illinois Coalition Against Sexual Assault and in collaboration with the Training Committee. Coordinate additional trainings on an as-needed basis. This involves evenings.
- Serve as point person for volunteering at Resilience, respond to initial inquiries regarding volunteering and connect non-advocacy volunteers to the appropriate program or department of interest
- Recruit, interview, hire and supervise a minimum of one Advocacy Services Program intern per fiscal year, including working in partnership with university internship coordinators to ensure academic requirements are fulfilled throughout Resilience internship
- Supervise maintenance of volunteer files and documentation
- Oversee regular maintenance of Resilience's volunteer software, including the volunteer application process, completion of training requirements, and active and inactive volunteer lists

- Provide in-person or over the phone support, crisis intervention, safety planning and information and referrals to survivors of sexual assault and their loved ones
- Update the volunteer training manual and other written resource materials in conjunction with Director of Advocacy Services, Director of Programs & Public Policy, and the Resilience Training Committee
- Coordinate and staff the Resilience Volunteer Committee in collaboration with a representative from the Education & Training Program
- Implement volunteer retention plan in coordination with the Volunteer Committee
- Facilitate monthly volunteer support groups
- Oversee Resilience's Volunteer Facebook page and social media platform communications
- Ensure regular volunteer recognition, including the annual Volunteer Appreciation Event, in coordination with Advocacy Services Program staff, Advocacy Services Program interns, Director of Education & Training and the Volunteer Committee
- Oversee Resilience's Volunteer Mentorship Program
- Attend all staff/supervision/case consultation meetings and participate in staff development activities
- Complete monthly reports and documentation, including assisting the Director of Advocacy Services with statistical reporting, tracking pages from hospitals for advocacy, analysis of advocate response time to emergency rooms, and providing oversight of required monthly intern reports
- Ensure volunteer participation in Sexual Assault Awareness Month (SAAM) activities, including a Volunteer Committee-hosted event as part of SAAM
- Perform other duties as assigned

REQUIREMENTS

- BA/BS or equivalent in a related field Previous supervisory experience is required Previous public-speaking and training experience required
- Previous volunteer management experience is strongly preferred
- Strong interpersonal skills
- Excellent verbal and written communication skills. Ability to take initiative and work independently as well as with a team
- Exceptional organizational, documentation, and data tracking skills
- Positive attitude and proactive approach to problem solving
- Previous experience providing advocacy services to victims of crime is strongly preferred; previous experience working on human rights issues, addressing sexual violence/gender-based violence, and working with diverse populations including LGBTQ and BIPOC communities required
- Flexibility to work evening and occasional weekend hours required
- Completion of a minimum of 40-hours of sexual assault training within 60 days of hire is required; previous completion of the training is very strongly preferred

ENVIRONMENTAL/ PHYSICAL

- If you are offered employment with Resilience, please take one of the following steps to meet the necessary requirements.
 - Prior to or on your first date of employment, you will be required to provide proof of your COVID-19 vaccination to Human Resources Department.
 - You will receive direction on how and when to provide proof of your COVID-19 vaccination. Acceptable proof of vaccination includes:
 - CDC COVID-19 vaccination record card
 - Documentation of vaccination from a health care provider or electronic record
 - A copy of medical records documenting the vaccination

- A copy of immunization records from a public health
- Possible exposure to vicarious trauma
- 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:

Erin Hamilton, Director of Advocacy Services

jobs@ourresilience.org

Include Advocacy Volunteer Supervisor and your last name in the subject line.

Please note that applications without cover letters will not be considered.

No phone calls, please.