



**RESILIENCE**  
EMPOWERING  
SURVIVORS  
ENDING SEXUAL  
VIOLENCE

180 North Michigan Ave.  
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Chicago, IL 60601

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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 office in Austin and , 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 medical advocacy volunteers and interns. This position is responsible for managing the volunteer component of our 24-hour crisis response to Resilience's partner hospitals as well as the retention and engagement activities of medical advocacy volunteers.

## **RESPONSIBILITIES**

- Recruit, interview, onboard, 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.
- Provide in-person or telephonic support, crisis intervention, safety planning, and information and referrals to survivors of sexual assault and their loved ones.
- Recruit new volunteers online and in-person at events and fairs, continuing to increase the diversity and size of the volunteer pool.
- Maintain a volunteer recruitment database.
- Work with the Crisis Services Supervisor and Director of Crisis Services to ensure adequate staffing of the 24-hour on-call schedule. This includes coordination of volunteers, part-time and full-time advocacy staff, and creating/updating a catalog of written resources, materials, and guides for training and onboarding.
- Facilitate four sexual assault crisis intervention trainings for new volunteers each year and provide ongoing training through in-services, in accordance with standards set by the Illinois Coalition Against Sexual Assault. This involves frequent evenings.
- Serve as point person for volunteer inquiries, responding to initial requests and connecting non-advocacy volunteers to the appropriate program or department of interest.
- Recruit, interview, onboard, and supervise a minimum of one advocacy volunteer program intern per fiscal year, including partnering with university internship coordinators to ensure academic requirements are fulfilled.
- 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.
- Update volunteer training materials as needed with the Director of Crisis Services, Chief Operating Officer, and the Training & Outreach Manager

- Oversee the creation and implementation of a volunteer retention plan including coordinating and staffing the Resilience Volunteer committee, hosting quarterly volunteer social events and an annual volunteer appreciation event.
- Facilitate monthly volunteer support groups.
- Oversee Resilience’s volunteer social media platform communications.
- 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 Crisis 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.
- Perform other duties as assigned.

### **POSITION 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 frequent 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.

### **ORGANIZATIONAL REQUIREMENTS**

- Exceptional executive functioning skills and emotional intelligence
- Adaptability, conscientiousness, and reliability
- Excellent verbal and written communication skills
- Ability to give and receive honest, constructive feedback.
- Ability to take initiative and work independently, as well as in a team environment that includes cross- department coordination.
- Passion for Resilience’s mission required; understanding of and/or experience working with sexual assault, women’s issues, and human rights issues preferred.
- Flexibility to work occasional evening and weekend hours.
- Completion of minimum 40-hours of sexual assault training within 90 days of hire

### **HYBRID WORK ENVIRONMENT**

To help promote work-life balance, Resilience provides a hybrid workplace that allows employees to work remotely or from the office, based on the needs of the organization and their personal preferences.

### **BACKGROUND CHECK REQUIREMENTS**

Because of the nature of our funding, all staff, interns, and volunteers are required to clear a criminal background check,

free of convictions related to 1) any sex offense, and 2) any offense in which the victim is, by statute, a youth, including but not limited to, child abuse and child endangerment.

Additional background checks vary by position and are required for work with Chicago Public Schools, Cook County Health, and Hospitals System, and for work with survivors who are incarcerated. Those who do not pass these requirements are not eligible for employment.

#### **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:

McKenna Rogan, Director of Crisis Services at [jobs@ourresilience.org](mailto: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