
Position: Advocacy Programs and Services Manager	Location: Kent, WA
Reports to: Programs Advocacy Director	Classification: Exempt
Department: Advocacy and Programs nights and weekends)	Hours/Shifts: Mon-Fri (some

Position Summary:

The Advocacy Programs and Services Manager assists the Advocacy and Programs Director by overseeing all client advocates. This person possesses strong leadership, conflict-resolution, and critical-thinking skills. This individual interacts with all levels of the agency and is able to seamlessly manage competing priorities. Detail-oriented and experienced, this individual ensures proper execution of all policies and procedures according to agency practice. Given the changeability of crisis work, the manager is adaptable, able to provide support, and manage conflict situations between staff, shelter guests, and other clients when necessary.

Responsibilities include, but are not limited to:

- Directly supervises and provides support to advocacy staff to meet goals and provide high quality domestic violence services
 - Assists with hiring and training new staff
- Conducts staff meetings: all team, leads, and one-on-one
 - Includes traveling to meet with mobile advocates, clients, community partners to ensure excellent service
 - Regularly execute staff evaluations
- Handles and documents crisis intervention, information and referral requests as needed.
- Maintains knowledge of accessible resources, stays abreast of changes in the field; keeps staff up to date on credentialing/training per Washington State Administrative guidelines
- Creates, maintains, and supervises 24-hour Advocacy Line staff schedule
- Supports and evaluate programs for best practice, design and implements adjustments when needed
 - Run reports/data to explain trends in the field
 - Create efficiencies and report to Director based on information from reports/data
 - Provide new ideas/strategies to address changes/trends to Director
- Attends and supports staff attending community events and meetings
 - Responsible for creating strong DAWN advocacy representation in the field including trainings, panels, and conferences
- Serves as Director's right hand in the following ways:
 - Facilitating conflict situations between staff and clients
 - Act as liaison between staff and other service providers and staff and leadership team
 - Maintain professional relationships with staff and service providers
- Provide appropriate resources to staff and clients, when necessary

DAWN Job Description

- Ensure correct policies and procedures are enforced
- Timely completion of relevant paperwork and submission of reports, data entry as required
- Other duties as assigned

Knowledge, Skills and Abilities:

- Maintain a strong commitment to DAWN's mission and values
- Proven ability to work effectively with diverse staff, clients and volunteers
- Respect confidentiality and adapt to what can be a stressful environment
- Exhibit a friendly and courteous disposition and personality
- Greet guests positively and provide them with assistance and information as requested.
- Maintain strong time management and organizational skills
- Maintain a good, neat personal appearance at all times
- Adhere to company policies & standard operation procedures (SOPs) at all times
- Demonstrate excellent oral and written communication skills
- Must possess the ability to make sound judgments relating to crisis situations.
- Must speak and write English proficiently (fluently)
- Bilingual Spanish preferred
- Physical Abilities:
 - Ability to sit, walk, stand, bend, kneel, and twist on an intermittent basis including answering the front door.
 - Ability to grasp, push, pull objects such as files and reach overhead.
 - Physically able to walk or run if needed, climb stairs without difficulty
 - Ability to lift and carry at least 60 pounds.

Education/Experience:

- Bachelor's Degree; Advocacy experience accepted in lieu of degree
- Five years advocacy experience, two years program management experience, and one year staff management experience
- Strong background in domestic violence, trauma-informed care, the intersection of oppression and domestic violence, and the management of domestic violence professionals
- Proficiency in data collection and reporting. Microsoft Word, Excel and Outlook, Onsum, Basecamp and Infonet knowledge a plus
- A minimum 20 hours of annual Domestic Violence training
- Superior interpersonal, time management, organizational, planning and problem solving skills
- **Must** provide own transportation; possess a valid Washington State driver's license, proof of auto insurance and a clean driving record.
- **Must** be able to pass Washington State background check



About DAWN:

Located in King County, DAWN focuses its resources and expertise on empowering families and communities to be free from violence. We help about 5,000 survivors of domestic violence each year in our programs. Our Center for Peaceful Communities offers an environment for clients to feel safe as they seek our services. In addition, our training facility provides education, ongoing support, and opportunities for those interested in more peaceful communities.

To Apply:

This position is open until filled. To apply, please submit your resume and cover letter to info@dawnrising.org with the subject "Advocate Manager" in the subject line.

Please note: applications not accompanied by both a cover letter and resume **will not** be considered.