

Partners for Peace

ADVOCACY SERVICES PROGRAM MANAGER

Job Title: Advocacy Services Program Manager

Classification: Exempt

Work Hours: Salaried position with most work taking place between the hours of 8am-5pm; predictable overnight and weekend work related to the 24-hour helpline

Location: Bangor

Travel: Frequent travel (Valid driver's license and reliable transportation required)

Supervisor: Director of Advocacy & Outreach Services

Starting Salary Range: Level 3 (\$47,740-50,923 annually, depending on experience)

Partners for Peace Mission & Vision

At Partners for Peace (PFP), it is our mission is to engage individuals and the community to end domestic violence in Penobscot and Piscataquis Counties. We provide support, advocacy and safety planning to anyone affected by domestic abuse. We foster safe and healthy relationships through prevention, education and training. Together with our community we recognize the nature of abuse, respond to it, and change the conditions which lead to it.

We believe that every person deserves to live in peace and equality, and that just and respectful relationships can change the world.

Purpose of position: The Advocacy Services Program Manager provides leadership for the Partners for Peace Advocacy Program, including the 24-hour HelpLine, in-person direct service, support groups, rural services, and community-based outreach. The Advocacy Services Program Manager supervises a team of 3-5 staff; engages in program planning and evaluation; and manages data collection, assessment, and reporting. This position is also responsible for training, developing, and supporting all staff and volunteer advocates engaged in direct service.

Core Job Responsibilities of this Position:

1. As a member of the Leadership Team, helps to advance the organization's mission, vision, and goals; demonstrates and models commitment to our values-based organizational culture
2. Provide leadership for all Partners for Peace advocacy services including the Groups program; provision of services in both rural and urban settings; and Helpline and in-person advocacy, including regular program planning, assessment, development, and evaluation of effectiveness

3. Supervise, support, and mentor staff and volunteers within the Advocacy Services Program; including hiring, timecard approval, performance evaluations, and other relevant human resources matters
4. Provide trauma-informed, survivor-centered, and inclusive advocacy, safety planning, and crisis support for people affected by domestic violence in person (e.g., at various community settings including hospitals, law enforcement, and other public spaces), and through our 24-hour HelpLine during daytime shifts, some overnights and weekends;
5. Together with the HelpLine Coordinator, maintain adequate staffing coverage of the HelpLine, including coordinating and providing back-up support, to ensure consistent high quality, accessible services.
6. Provide leadership, oversight, and management of the client database to ensure timely, accurate, and complete data submission; use and assess data to inform programmatic and organizational goals and generate reports in accordance with grant requirements.
7. Facilitate the organization's 45-hour core advocacy training for new domestic violence advocates and coordinate regular advocacy training opportunities for continuing education and skills development for all advocates.
8. Perform other duties as assigned

Qualifications Specific to this Position:

1. Bachelor's Degree preferred, or 5-8 years relevant (work or life) experience
2. Minimum 1-2 years supervisory or mentoring experience, preferred
3. Experience working with survivors of domestic violence or abuse
4. Strong communication skills and demonstrated ability to connect with co-workers, and develop and sustain effective working relationships
5. Ability to manage multiple time-sensitive administrative projects and daily tasks while also being accessible and responsive to immediate direct service needs and to support staff providing direct service.
6. Ability to provide core advocacy trainings and facilitate group learning
7. Understanding of the impact of various forms of oppression and systems on people affected by domestic violence, strangulation, sexual assault, dating abuse, stalking, and human trafficking
8. Sensitivity to and understanding of the impacts of trauma and dynamics that exist in supporting victims/survivors of domestic abuse

Additional Requirements:

1. Must pass State Bureau of Investigation (SBI) check, Department of Health & Human Services (DHHS) Abuse and Neglect investigation, and Motor Vehicle Check
2. Ability to maintain and preserve confidentiality
3. Ability to understand the requirements of funding for one's position and the organization in order to participate in meeting those requirements
4. Ability to work collaboratively as well as independently
5. Successful completion of the organization's 45-hour Core Comprehensive Advocacy, Intervention, Response, and Ethics Training for new domestic violence advocates
6. Experience with a variety of software applications including, but not limited to data programs and Microsoft 365
7. Enthusiasm for engaging with diverse populations and marginalized communities
8. Willingness and ability to employ a survivor-centered, self-help model of service delivery and social justice advocacy
9. Willingness and ability to provide 24-hour confidential helpline coverage as scheduled
10. Dedication to the Partners for Peace Mission and Vision and Inclusivity Pledge

Physical Requirements and Working Conditions:

1. Must be able to work in a fast-paced, non-smoking, trauma-informed, survivor-centered environment with the potential for stress
2. Must be able to sit for long periods of time and do minimal bending and lifting as required
3. Must be able and willing to work flexible hours and to provide crisis response services and advocacy to survivors of domestic violence in various community settings, sometimes overnight and on weekends

Partners for Peace is an Equal Opportunity Employer, 2022

Partners for Peace proudly celebrates all unique identities including, but not limited to; Black and Indigenous people and all people of color; women (trans and cis), intersex people, non-binary people, and men (trans and cis); young people and elders; poor and working-class people; people with disabilities; people with chronic mental health conditions; lesbian, gay, bisexual, asexual, pansexual people, and all others under the Q+ umbrella; monogamous and polyamorous people; immigrants and people with limited or no English proficiency; housed or unhoused people; and people of all faiths and traditions, no matter wealth, ability, intellect, sobriety, social status, or appearance. We acknowledge that this list is not all inclusive and will change as our knowledge grows.