



Job description for the position of

## ADVOCACY MANAGER



### PRINCIPAL ACCOUNTABILITIES + POSITION SUMMARY

The Advocacy Manager is an inclusive and collaborative leader who is resourceful, proactive, and comfortable working with diverse populations. The Advocacy Manager provides guidance, coaching, training, professional development, and supervision to the advocacy staff working in our 24-hour hotline office. Motivating staff, prioritizing tasks, and creating a safe, structured, and supportive environment for residents and children in shelter are essential functions of the role.

A qualified applicant will be able to model extraordinary advocacy skills in the following areas: crisis intervention, trauma-informed care, problem-solving, answering the crisis hotline, providing resource referrals, completing intake interviews, supplying basic needs, safety planning, monitoring the safety and security of the shelter, ensuring the cleanliness and sanitation of the shelter, and promoting scheduled activities for the residents.

Managing operational and interpersonal functions and responsibilities will include but are not limited to recruiting and interviewing staff candidates, monitoring staff performance and providing regular and timely feedback, maintaining supplies inventory, completing quality checks on documentation and data entry, and ensuring we are meeting grant requirements and strategic goals for the department.

### SCHEDULE + BENEFITS

This is a full-time, hourly position (starting at \$21/h) that reports directly to the Vice President of Shelter Operations. Scheduled work days are:

- Sundays: 12 p.m. – 8 p.m.
- Monday – Wednesday: 4 p.m. – 12 a.m.
- Saturdays: 12 p.m. – 8 p.m.

Qualified applicants for this position will participate in a regular on-call schedule.

Employees are eligible to receive health and vision benefits, 401(k) (following a 90-day qualifying period), EAP (Employee Assistance Program), and a generous PTO package.

### EXPERIENCE, ABILITIES + QUALIFICATIONS

- Demonstrated problem solving, conflict mediation, and crisis management skills.
- Ability to set appropriate boundaries be adaptable and flexible, and maintain calm demeanor in a fast-paced, high-stress setting/situations.
- Knowledge and understanding of domestic violence through educational and/or experiential learning.
- Care and concern for adults and children coming from abusive homes.
- Highly motivated, resourceful, flexible, and possesses a positive attitude.
- Ability to maintain good working relationships with clients, employees, and other department staff.
- Ability to effectively organize and prioritize tasks, details, and assignments to meet deadlines.

- Proven history of self-directed work with limited supervision to improve processes, client experience, and overall operations.
- Must possess executive maturity, sound judgment, professionalism, and act as a team player.
- Demonstration of integrity, honesty, and high ethical standards.
- Efficient and keen interpersonal skills, being sensitive to our Trauma-Informed Care model.
- Alignment and adherence to the Newhouse mission, vision, values, and organizational culture.
- Knowledge and practice of non-violent methods of regulation and behavior correction.
- Willingness to explore community resources that are available to support families in shelter.
- Computer literacy, including MS Office, and the ability to use basic computer programs to enter accurate and timely information into shelter database.
- Experience with recruiting, interviewing, and delivering performance evaluations.
- Leadership and organizational abilities, coupled with demonstrated sound judgment.
- Interpersonal and communication skills
- Solution-focused attitude and practices
- Bilingual in Spanish and English preferred

## EDUCATION

- Bachelor’s Degree in human services, or a related field preferred.
- 2+ years experience supervising staff
- Other degrees along with experience may be accepted in lieu of a human service-related degree, or an equivalent combination of education, experience, and training that provides the required knowledge, skills, and abilities.

## KEY SUCCESS MEASURES

<b>Flexibility + Adaptability</b>	Is open to new ways of working, ideas and processes. Adapts quickly and effectively to new environments, people, and responsibilities. Readily adapts to stressful situations and factors outside of their control.
<b>Team Building</b>	Communicates the vision and objectives through behaviors and actions. Encourages and supports individuals through change. Fosters an environment that encourages sharing ideas and accomplishing goals as a team.
<b>Boundaries + Self Care</b>	Models appropriate boundaries with residents, staff, and visitors. Maintains appropriate work and personal life boundaries; actively practices self-care and seeks assistance when feeling overwhelmed.
<b>Communication (Verbal + Written)</b>	Expresses views constructively in a fluent, clear, logical manner, with enthusiasm and confidence. Communicates openly and honestly and promotes an exchange of ideas. Is an effective listener – listens openly without interrupting. Shows tact, courtesy, and diplomacy in dealing with others. Delivers information effectively in a variety of formats. Is succinct in communication, recognizing time is a valuable resource for all.
<b>Documentation</b>	Exhibits a clear understanding of the importance of documentation. Is able to efficiently navigate the organization’s database and completes documentation in a timely manner.

<b>Relationship Management</b>	Uses appropriate interpersonal communication methods to work effectively with peers, residents, and community organizations to meet mutual goals and objectives; builds networks to obtain cooperation. Understands that the environment at Newhouse is one of trauma healing and recovery and interactions with our residents need to be handled sensitively and with a Trauma Informed Care lens.
<b>Decision Making + Problem Solving</b>	Obtains information and identifies key issues relevant to long-term goals. Actively plans, leads, and develops with others for the success of the program. Diligently thinks through problems and can select appropriate alternative courses of action to create a solution.
<b>Stress Tolerance</b>	Is even-tempered and keeps control of their emotions and behaviours, even in high-pressure situations. Maintains a positive attitude despite stress and frustration. Works effectively under pressure and approaching deadlines. Has a calming influence on others in stressful situations.
<b>Financial Management</b>	Demonstrates an understanding of fiscal responsibility and the impact of budget performance on the operation. Monitors spending and tracks expenses appropriately against the budget. Participates in developing department budget and proposing team structure and salaries.
<b>Confidentiality</b>	Properly maintains the privacy of all client's personal information and readily adapts to new procedures to ensure confidentiality is achieved.
<b>Change Management</b>	Continuously seeks and encourages others to seek opportunities for different and innovative approaches to addressing organizational challenges, advocates the need for self or others to seek a better way to address work processes.
<b>Functional Expertise</b>	Has the functional competence (skills & knowledge) to be effective in their job. Keeps up to date with ongoing learning/studying. Actively seeks assignments and other on-the-job opportunities to improve self. Shares competence willingly with others.

## WORK CONDITIONS

Physical requirements are those present in normal office environment conditions. Employee is required to sit at a desk and work at a computer for long periods of time. This position requires walking, sitting, standing, and climbing stairs. Operational flexibility is required to meet sudden and unpredictable needs. The physical demands and characteristics of the work environment expected are typical of those in an office setting; however, additional functions may be required to meet the needs of our clients. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is frequently required to lift and carry 20 lbs., climb stairs. Our client base is from varying backgrounds, physical and mental health conditions, and staff must be able to maintain composure in stressful situations.

## AT WILL EMPLOYMENT

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Newhouse that employment is at will, which means that employment is for no specific term and that employment may be terminated by the employee or Newhouse at any time without cause.

## EQUAL OPPORTUNITY + AFFIRMATIVE ACTION EMPLOYER

Newhouse is an equal opportunity and affirmative action employer. We celebrate diversity and know that in serving a diverse population and employing a diverse team, we position our organization and community to thrive. We promote diversity of thought, culture and background and are committed to a work environment that gives voice to, supports, inspires, and respects all individuals.

Employment at Newhouse is solely based on a person's aptitude, qualifications, and professional competence. We do not discriminate on the basis of race, color, ancestry, national origin, religion or religious creed, mental or physical disability, medical condition, genetic information, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation, gender identity, gender expression, age, marital status, military or veteran status, citizenship, or other characteristics protected by state or federal law or local ordinance.

## TO APPLY

Please submit a resume and cover letter to Kaitlin Dempsey Watts [[kaitlin@newhousekc.org](mailto:kaitlin@newhousekc.org)]. Please put "Advocacy Manager Position" in the subject line of your email.

**Note: This position description is not intended to be all-inclusive. You may be required to perform other related duties within your skill set as negotiated and/or directed to meet the ongoing needs of your department and the organization.**

I have read and understood the duties and expectations as described in this position description.

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Employee Name

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Date