

HEALING ABUSE WORKING FOR CHANGE
Manager of Community Advocacy Services
Job Description
June 3, 2024

HAWC, Healing Abuse, Working for Change, Inc. creates social change by taking action against personal and societal patterns of violence and oppression. Since 1978, HAWC has provided free services and support to victims of domestic abuse on Massachusetts' North Shore to help them make informed, independent decisions about their futures. More information is available at www.hawcdv.org.

General Description

The Manager of Community Advocacy Services is a critical full-time position, reporting to the Director of Programs & Partnerships. This position will supervise the community-based programming and collaborate with the Housing Navigator, Children's Services Advocate, Manager of Shelter Services and Manager of Legal Services to monitor strategies, initiatives, and projects that strengthen HAWC's mission and program delivery.

This position is supported by community-based domestic violence Advocates and Triage Coordinator in the Salem and Lynn offices, currently 5 direct reports. This position may also supervise 1-2 interns, depending on licensure qualifications. This position is full time with competitive benefits and a salary in the range of \$58,000 - \$68,000 with consideration for experience, academic credentials and bilingual language skills. During the first two months of the four-month probationary period, this position requires in-person work within HAWC offices five days per week. Following these initial two months, the position will be based out of the Salem and Lynn offices three days per week, and remote up to two days per week. The position requires flexibility to meet Advocates, community partners and clients as needed throughout our service area.

Qualifications & Requirements

- Supervision and leadership experience, including hiring, interviewing and management
- A combination of education and/or progressive experience equivalent or greater than 2 years of social service program management
- Bilingual and Bicultural capacity strongly preferred
- Completed or will complete HAWC's 30 hour pre-service training
- Embraces HAWC's mission
- Knowledge of the wider domestic and sexual violence field
- Knowledge or experience of legal, mental health, housing and/or shelter systems
- Understanding of agency and program budgets
- Strong interpersonal communication skills
- Ability to multitask and handle multiple projects at once, while remaining highly organized and detail oriented

- Ability to understand and implement policies
- Ability to implement new initiatives, program changes, and new ideas and visions
- Ability to build relationships in community
- Has reliable transportation to be present at HAWC offices and community meetings throughout the HAWC service area in Essex County
- Licensure as LCSW or LMHC with eligibility to provide qualifying supervision to MSW interns strongly preferred

Position Duties & Responsibilities

- Directly supervises and supports community-based Advocates and Triage Coordinator, promoting training and professional development, as appropriate
- Reviews and monitors Advocate and Triage Coordinator performance, ensuring adherence to agency policies and guidelines, and providing coaching as necessary
- Manages the community-based advocate and triage work schedules and in-office hours to insure adequate staffing
- Ensures delivery of programming to community-based clients, including support groups, workshops and individual advocacy services
- Provide advocacy to community-based clients as needed, including during staff vacancies and leaves of absence
- Provides appropriate supervision and support to 1-2 agency interns
- Collaborates with and supports the Director of Programs in the development and implementation of protocol relating to all direct services including hotline procedures, one-on-one advocacy and support groups
- Acts as representative and collaborator between HAWC's community-based team and other areas of the agency, such as HAWC's Legal Services and Children's Services programs
- Supervises client data, record keeping and the audit of community-based service files
- Identifies and communicates the needs of community-based clients and staff to Program Director & Executive Director
- Attends regular supervision, leadership meetings and monthly staff meetings
- Participates in rotation to provide managerial phone coverage for after-hours time-sensitive matters
- Fosters HAWC's community relationships to ensure warm referrals can be made by representing HAWC at community forums and providing information about services
- Attends community meetings as appropriate, such as DV Roundtable, High Risk Team, etc.
- Participates in grant development, special events and fundraising as needed
- Completes all monthly contract reports as required by specific grants
- Able to flex hours to meet the needs of the position

HAWC is an Equal Opportunity Employer. People of color, LGBTQ people, bicultural and bilingual people, people with disabilities, and survivors of partner abuse are encouraged to apply. HAWC provides equal employment opportunities to all employees and applicants for employment without regard to race, color, national origin, religion, gender or gender identity,

familial status, disability, ancestry, age, marital status, public assistance status, sexual orientation, veteran history/military status, genetic information or membership in any group protected by federal and state law.

Please email cover letter and resume to Jillian Nebesar at Jilliann@hawcdv.org with “Manager of Community Advocacy Services” in the subject line or mail to HAWC Attn: Director of Programs, 27 Congress St. Ste. 204, Salem, MA 01970.