



## Job Description | Director of Advocacy

**Position Title:** Director of Advocacy

**Supervisor:** Assistant Director

**FLSA Status:** Exempt

**Employment Status:** Full-time

40 hours per week

Some evening and weekend commitments

**Salary Range:** \$55,000

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HopeWorks is a comprehensive provider of sexual assault and domestic violence services, including adult and child counseling programs, 24 hour crisis hotline, legal services, emergency shelter and transitional housing for sexual assault and domestic violence survivors, hospital accompaniment, abuser intervention and community engagement and prevention outreach. It is the only comprehensive provider of these services in Howard County, Maryland.

The **Director of Advocacy** is a full-time management position responsible for the administration of advocacy programs which include a 24-hour crisis hotline and hospital accompaniment program. The incumbent is responsible for the coordination and supervision of program activities, staff and volunteers, represents the agency in multi-disciplinary teams that ensure a coordinated community response to sexual and domestic violence survivors, is part of the management team, and provides vision and leadership to ensure quality service provision and coordination of services to clients.

### Minimum Qualifications:

- Bachelor's degree in human services, social work, counseling or related field
- Two (2) years supervisory or program management experience and proficient supervisory skills
- Three (3) years of experience in the fields of sexual assault, intimate partner violence or other empowerment based advocacy models
- Five years (5) of experience in human services
- Demonstrated knowledge of advocacy-based crisis intervention programming in sexual assault and/or intimate partner violence contexts
- Excellent crisis intervention skills
- Ability to develop and implement training protocols for advocates and crisis response volunteers
- Experience with outcomes and evaluation, grant compliance, and program development
- Proficiency in data collection and reporting
- Demonstrated experience managing a call center
- Excellent oral and written communication skills
- Ability to effectively build and motivate a team
- Passionate about the mission and philosophy of HopeWorks
- Believes in a strengths-based approach to human services
- Ability to work effectively with diverse groups and communities
- Knowledge of company history, culture, identity and goals
- Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint) and other computer software
- Oral and written fluency in one or more languages in addition to English (strongly preferred but not required)

### Essential Duties and Responsibilities:

#### SUPERVISION AND SUPPORT

- Recruits, hires, and trains advocacy and crisis response staff and volunteers
- Evaluates performance of advocacy and crisis response staff and volunteers
- Provides individual and group supervision for advocacy and crisis response staff and volunteers



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- Provides support, consultation, direction and agency parameters for advocacy and crisis response staff and volunteers on direct service delivery, training and mentorship, and routine employee issues such as time, attendance and scheduling
- Assists staff in developing professional development goals and objectives
- Mentors and shares knowledge with other staff and volunteers
- Facilitates team meetings
- Ensures twenty-four hour staffing of advocacy programs and provides coverage, as necessary
- Trains and supports staff to provide crisis intervention, advocacy, resources and referrals to clients
- Encourages self-care to ensure a healthy work environment

### PROGRAM MANAGEMENT

- Develops policies and procedures to ensure quality services for clients and accountability for staff and volunteers
- Provides ongoing assessment and evaluation of advocacy programs to ensure that client needs, agency standards and funding requirements are met
- Collaborates with administrative staff in grant writing and reporting
- Reviews client files to ensure that agency and funding standards are met
- Identifies client resources through the development of community partnerships
- Prioritizes the use of best and evidence based practices, including researching programming trends and current practices being used in other jurisdictions
- Actively participates and advocates on behalf of clients in multi-disciplinary teams in the county
- Identifies and reports trends in client needs, system responses and other factors relating to client outcomes

### PLANNING AND COORDINATION

- Participates on the agency's management team
- Conducts regular advocacy team meetings
- Works closely with the clinical, residential and legal teams to coordinate services to clients
- Maintains a working relationship with Howard County General Hospital and other outside agencies
- Meets with the Assistant Director for regular supervision
- Assists with community presentations, as applicable
- Works with the Community Engagement Department to coordinate volunteer recruitment and training
- Models HopeWork's philosophy of client-centeredness and empowerment

### DIRECT SERVICES TO CLIENTS

- Provides crisis intervention and advocacy on the agency hotline
- Provides hospital accompaniment to sexual assault and domestic violence clients, as needed

### Competencies:

An individual should demonstrate the following competencies to perform the essential functions of this position successfully:



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<b>Strategic Thinking</b>	Incumbent offers advice and creates plans based on analysis of issues and trends, and how these link to the responsibilities, capabilities, and potential of the organization. Scans an ever-changing, complex environment in anticipation of emerging crises and opportunities. Develops well-informed advice and strategies that are sensitive to the various needs of multiple stakeholders and partners, reflects the strategic direction of the department and position the organization for success.
<b>Judgment</b>	Makes sound decisions; bases decisions on fact rather than emotion; analyzes problems skillfully; uses logic to reach solutions.
<b>Problem Solving</b>	Anticipates problems; sees how a problem and its solution will affect other units; gathers information before making decisions; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; is willing to take action, even under pressure, criticism or tight deadlines; takes informed risks; recognizes and accurately evaluates the signs of a problem; analyzes current procedures for possible improvements; notifies supervisor of problems in a timely manner.
<b>Organization</b>	Able to manage multiple projects; able to determine project urgency in a practical way; uses goals to guide actions; creates detailed action plans; organizes and schedules people and tasks effectively.
<b>Cooperation and Teamwork</b>	Works harmoniously with others to get a job done; responds positively to instructions and procedures; able to work well with staff, co-workers, peers and managers; shares critical information with everyone involved in a project; works effectively on projects that cross functional lines; helps to set a tone of cooperation within the work group and across groups; coordinates own work with others; seeks opinions; values working relationships; when appropriate facilitates discussion before decision-making process is complete.
<b>Quality of Work</b>	Maintains high standards despite pressing deadlines; does work right the first time; corrects own errors; regularly produces accurate, thorough, professional work.
<b>Reliability</b>	Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments.
<b>Support of Diversity</b>	Treats all people with respect; values diverse perspectives; participates in diversity training opportunities; provides a supportive work environment for a multicultural staff; applies the DVC commitment to cultural proficiency; shows sensitivity to individual differences; treats others fairly without regard to race, sex, color, religion, mental or physical ability, health status, nation of origin, gender identity or expression or sexual orientation; recognizes differences opportunities to learn and gain by working together; values and encourages unique skills and talents; seeks and considers diverse perspectives and ideas.
<b>Delegation</b>	Delegates work assignments, gives authority to work independently, sets expectations, and monitors delegated activities.
<b>Leadership</b>	Inspires and motivates others to perform well, and accepts feedback from others.
<b>Management Skills</b>	Delivers results by maximizing organizational effectiveness and sustainability. Ensures that people have the support and tools they need and that the department as a whole has the capacity and diversity to meet current and longer-term organizational objectives. Align people, work, and systems with the business strategy to harmonize how they work and what they do. Conscientiously assign performance goals, offer year-round performance feedback, and conduct timely performance discussions and reviews.
<b>Physical Demands</b>	The physical demands described here are representative of those that must be met by an



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	<p>employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, communicate and hear. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.</p>
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Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

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***Bilingual candidates encouraged to apply.***

**TO APPLY:** Applicants must submit a resume and letter of interest. Email your resume and letter of interest to [jpollitthill@wearehopeworks.org](mailto:jpollitthill@wearehopeworks.org) or send by mail to:

**Jennifer Pollitt Hill**  
 Executive Director  
 HopeWorks of Howard County  
 9770 Patuxent Woods Drive, Suite 300  
 Columbia, MD 21046  
**NO phone calls.**

Resumes submitted without a cover letter will not be reviewed. The review of applications will begin immediately and continue until the position is filled. Due to the high volume of applications we receive, we will only respond to applicants whose candidacy is being considered.

HopeWorks is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, gender identity, marital status or sexual orientation, in accordance with federal and state law.