



180 North Michigan Ave.  
Suite 600  
Chicago, IL 60601

312-443-9603 tel  
312-443-9602 fax  
ourresilience.org

## JOB DESCRIPTION

**Position Title:** Supervisor of Advocacy Services  
**Employment Classification:** Full-time / Exempt  
**Reports to:** Director of Advocacy Services  
**Salary Range:** \$50,000 to \$54,000

### GENERAL ROLE DESCRIPTION

In conjunction with the Director of Advocacy Services, the Supervisor of Advocacy Services is responsible for overseeing the daily functions of individual advocacy services, including medical, legal, and institutional advocacy and crisis intervention support. The Supervisor of Advocacy Services will also provide supervision to direct service staff advocates and interns, helping them to think strategically about liaising with uniform police officers, sex crimes detectives, and the State's Attorney Office to ensure proper charges are pursued and filed. In addition, the Supervisor of Advocacy Services will provide on-call coverage for assigned and rotating shifts as part of our 24-hour hospital crisis response. This will involve evening and some weekend hours.

### RESPONSIBILITIES

- Provide in-person support, crisis intervention and information and referrals to survivors of sexual assault and their significant others at Resilience's Central Office location.
- Provide crisis intervention, emotional support, and medical/legal advocacy to sexual assault survivors seen in the emergency department of partner hospitals.
- Create on-call schedule and provide on-call coverage for assigned and rotating shifts as part of the 24-hour hospital crisis response. This involves evenings and some weekends.
- Provide individual supervision to Advocacy Program staff and assist the Director of Advocacy Services in convening team meetings regarding service provision, case consultation and program effectiveness. This includes traveling to the various Resilience office locations.
  - Meet with each staff advocate one on one each month for formal supervision and as needed support
  - Ensure monthly reports are submitted on time, audited and entered into projection tracking system
  - Monitor Advocacy Staff time cards, overtime and caseloads.
- Conduct regular performance reviews of Advocacy Program staff, promoting their professional development and monitoring fulfillment of their individual responsibilities.
- Maintain a working knowledge of significant developments and trends in the field of sexual assault in order to enhance Advocacy Program effectiveness.
- Provide support to Advocacy Team on professional training practice.



- Provide support to direct services staff on legal advocacy for sexual assault survivors including: explanation of the legal process; accompaniment to the police station, State's Attorney's office, through the court system; and information about non-criminal justice options.
- Provide support to direct services staff on medical advocacy services, as needed (e.g. billing problems, STD and pregnancy testing, HIV testing and treatment, substance abuse programs, DCFS, etc...).
- Assist the Director of Advocacy Services and Director of Program and Public Policy with institutional advocacy efforts and professional trainings for medical and criminal justice staff including the local Chicago Police Department districts as needed.
- Perform on-going outreach and networking within the community to foster collaboration & maintain awareness of the RESILIENCE Offices and RESILIENCE services.
- Ensure program staff maintain accurate and complete records of all services delivered and adhere to agency and departmental documentation submission requirements.
- Assist the Volunteer Advocacy Manager and Director of Advocacy Services with portions of the volunteer training and in-services as needed.
- In conjunction with Advocacy Program staff members, provide emergency medical advocacy services by providing support to staff advocates while on call and taking shifts. Providing weekend coverage on a rotating basis.
- Attend all staff/supervision/case consultation meetings, attend advocacy in-services, and participate in staff development activities.
- Participate in meetings/trainings for local and statewide sexual assault coalitions, institutional partners, and other agencies, as assigned.
- Complete monthly reports and documentation, including assisting the Director of Advocacy Services with statistical reporting.
- Perform other duties as assigned.

## **REQUIREMENTS**

- Bachelor's degree in social work, counseling, or psychology, or related field required.
- Previous experience providing supervision to staff and interns preferred.
- Previous experience working on women's issues, addressing sexual violence/gender-based violence, and working with diverse populations including LGBTQ+ communities preferred.
- Bilingual (written and verbal fluency) in Spanish/English required; bicultural also strongly preferred.
- Must have regular access to a vehicle or rideshare for effective service delivery.
- Flexibility to work evening and some weekend hours required.
- Completion of 40-hours of sexual assault training by an Illinois Coalition Against Sexual Assault (ICASA) member center required within 60 days of hire; previous completion of this training is strongly preferred