



## **POSITION ANNOUNCEMENT**

### **Advocacy Volunteer Supervisor**

Vera House, Inc. is a human service agency providing comprehensive domestic and sexual violence prevention and intervention services.

This position will handle the day-to-day activities of the Advocacy Volunteer Supervisor position at Vera House, Inc., which includes oversight and supervision of the Advocacy Program Volunteers. Thorough knowledge of and adherence to all Vera House policies, procedures and safety protocols is required.

#### **RESPONSIBILITIES**

- Work closely with the agency's Volunteer Coordinator to nurture volunteer relationships and maintain a strong advocacy volunteer team
- Train, mentor, support and schedule the volunteers who are doing direct service work in the advocacy department
- Maintain Support Line, Afterhours Callout and Family Court volunteer and staff calendars to ensure continuity of services
- Provide leadership/direct supervision, oversight and support to advocacy volunteers and victim advocates including train, maintain and evaluate volunteers and victim advocates
- Develop, design and conduct training and orientation in the skills and knowledge necessary for Vera House advocacy volunteers
- Collaborate with other staff to bring the necessary resources and training for volunteer/staff development
- Provide ongoing support and guidance for Support Line, Sexual Assault Advocate, Support Web Chat and Family Court volunteers
- Serve as a liaison and build positive working relationships with community members and partnering agencies
- Maintain volunteer and client databases consistent with Vera House practices
- Respond to various 24-hour support line and on-call shifts for sexual assault callouts in Onondaga County
- Ensure trauma-informed practices are provided to all Advocacy Program clients
- Adhere to all Vera House policies, procedures and safety protocols
- Ensure that all services are maintained in accordance with the agency's mission and goals
- Manage difficult and/or emotional situations and respond promptly to volunteer and client needs
- Ensure a warm and welcoming environment to all visitors
- Understands and values racial equity as an organizational operating principle and is committed to continued learning on issues related to race, equity, diversity and inclusion

#### **QUALIFICATIONS**



- Bachelor's degree in human services or related field preferred
- Thorough knowledge of domestic and sexual violence, including elder abuse
- Ability to work effectively in a crisis orientated setting with diverse individuals
- Strong leadership skills
- Excellent speaking skills
- Strong planning, organizational, time management and analytical skills
- Strong interpersonal, oral and written communication skills
- Strong proficiency with Microsoft Office Suite
- Ability to develop a positive, compassionate rapport with victims of domestic violence, sexual assault or other violent trauma
- Knowledge of community service delivery systems, particularly a thorough knowledge of the criminal and civil justice systems
- Prompt response to crisis as well as thorough and consistent follow-up with victims/clients and delivery systems
- Ability to work with and maintain a positive working relationship with community partners
- Ability to provide trauma-informed services and strong knowledge of crisis intervention techniques
- Ability to work in partnership with diverse individuals
- Ability to solve complex problems and demonstrate critical thinking
- Ability to work independently
- Ability to adapt to demanding situations and work well under pressure
- Strong training and facilitation skills
- Appreciation and respect for other cultures and people of diverse backgrounds

#### **EXPERIENCE**

- Experience in a related field preferred.

#### **SALARY**

- \$38,000 - \$42,000 per year

Bilingual/bicultural candidates are encouraged to apply. Vera House is an Equal Opportunity Employer.

**Interested candidates should submit a resume and cover letter to:**

**Hiring Manager  
Vera House, Inc.  
723 James Street  
Syracuse, NY 13203  
E-mail: [jobs@verahouse.org](mailto:jobs@verahouse.org)  
NO PHONE CALLS PLEASE**