



## **POSITION ANNOUNCEMENT**

### **Volunteer Staffing Supervisor – Part-Time**

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 Program which includes oversight and supervision volunteers, managing on the job training, volunteer schedules and volunteer development. This is a part-time position with an anticipated schedule of 20 hours per week.

#### **RESPONSIBILITIES**

- Work closely with the agency volunteer coordinator to nurture volunteer relationships and maintain 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 be 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 members of the Advocacy Leadership Team to bring the necessary resources and training for staff development including training on support line and support web chat, Family Offense Petitions, and sexual assault call outs
- 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 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 and 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, in particular 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 as well as 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 and to work independently
- Ability to adapt to demanding situations and work well under pressure
- Enthusiastic training and facilitation skills
- Appreciation and respect for other cultures and people of diverse backgrounds

## EXPERIENCE

- One to three years' related job experience
- One-year supervisory experience

Salary range - \$17.30 to \$21.15 per hour

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**