



ADVOCACY PROGRAM MANAGER

Part time, Non-exempt Position

The Our Deaf Survivors Center, Inc. (ODSC) is a non-profit organization that serves Deaf* survivors of domestic and sexual violence and provides prevention education to the general community.

General Description:

This part-time, 20 hours/week position is responsible for providing crisis intervention, advocacy, and referral services to survivors of domestic and sexual violence through our ODSC office in Worcester, MA. This position is scheduled for 9 AM-5 PM, Monday – Friday with the flexibility required for infrequent after-hours client support needs. The position is based out of ODSC's Worcester office and is supervised by ODSC's Executive Director.

The ODSC's Advocacy Program Manager provides the following services: (20 hours; continued employment contingent on grant funding)

- Supervise a team of Victim Advocates (VAs)
- Carry out supervisory responsibilities such as planning, assigning, and directing work; tracking staff's training hours, conducting performance assessments; providing supervision and job coaching.
- Involved in the hiring process for advocacy staff: interviewing and training employees.
- Facilitate and participate in weekly consultation meetings. Also, attend meetings for staff and supervisors.
- Manage the Advocacy on Duty schedule and provide crisis interventions.
- Act as a backup as an advocate on duty when all other advocates are not available.
- Provides follow-up on service recipient complaints and works with staff and survivors to resolve conflicts.
- Ensure accurate data, record keeping, and file compliance to meet funder requirements.
- Compile monthly reports and timely required reporting for the Executive Director.
- Assist Executive Director in preparation of budgets for the VA team.
- Assist Executive Director in preparation of the service delivery proposals for the VA team.
- Advocate on the survivor's behalf for access with other service providers if needed.
- Oversee client assistance requests with up-to-date and accurate recording-keeping.
- Seeks out support from colleagues and supervisor, proactively takes responsibility for self and work.
- Serve on the ODSC Leadership Team, including strategic planning.

Required Qualification:

- Bilingual/bicultural strongly preferred
- Fluency in American Sign Language and the ability to communicate with Deaf* clients in their preferred mode of communication
- Bachelor's degree and/or another relevant field of study; or five (5) years of experience in direct care, independent living, case management services, or domestic/sexual violence services
- Commitment to and experience providing trauma-informed support to survivors of domestic and sexual violence.
- Strong interpersonal and communication skills.
- Commitment to promoting equity and inclusion amongst survivors, team members and community members.
- Ability to work independently and collaboratively as part of a team.

- Ability to multitask.
- Creative use of critical problem-solving.
- Motivated and resourceful.

Reports to: ODSC Executive Director

Position Requirements

- Initial 35 hours of SA training + 25 hours of DV training
- 6 hours SA training annually; 12 hours DV training annually (continuing education)
- Attend regular supervision, team meetings and all staff meetings
- Able to flex hours to meet position responsibilities
- Must have reliable access to transportation
- Familiarity with basic computer/internet use

ODSC is an Equal Opportunity Employer. Deaf, DeafBlind, DeafDisabled, S/CODA, Hard of Hearing, Survivors of interpersonal violence, BIPOC, and LGBTQIA+-identified persons are encouraged to apply.

ODSC will not discriminate against any employee or applicant because of race, color, gender, age, sex, ethnicity, income, military status, religion, national origin, pregnancy, marital status, sexual orientation, gender identity, gender expression, political ideology, ancestry, status as a domestic violence or sexual assault survivor, or the presence of any sensory, mental, or physical disability.

To apply:

Please email your cover letter, resume, and three written recommendation letters to Heather Daley at ed@odscunity.org with "ODSC Advocacy Program Manager" in the subject line, or mail to ODSC Attn: Heather Daley, P.O. Box 2276, Worcester, MA, 01605-2276.

Pay: starts at \$27/hour

Position open until filled. Interviews are scheduled as material received, so applicants are encouraged to submit early.

*Deaf – ODSC has adopted with minor adaptations, the definition of 'Deaf' that is used by the National Deaf Center (NDC). ODSC is using the term *deaf* in an all-inclusive manner, to include people who may identify as D/deaf, DeafBlind, deaf-blind, deaf with additional disabilities, hard of hearing, late-deafened, and/or persons with unilateral/bilateral hearing loss. Source: <https://www.nationaldeafcenter.org/defining-deaf>.