

# The Saint Paul & Ramsey County Domestic Abuse Intervention Project

## JOB DESCRIPTION

**Position Title:** LEGAL ADVOCACY PROGRAM MANAGER

**Responsible to:** Executive Director

### I. POSITION SUMMARY

This position is responsible for providing direction and leadership to the Legal Advocacy Program to ensure that quality services are being provided, and relationships with government and community partners remain strong and effective.

### II. RESPONSIBILITIES

Management of Legal Advocacy Direct Services.

Coordinate with Legal Advocacy Program Supervisor and Lead Advocate in the daily operations of the program.

Provide supervision and direction to all legal advocacy program staff through training, mentoring, and continuous input and feedback.

Coordinate all facets of new advocate training as it pertains to the provision of direct legal advocacy services and daily systems advocacy work.

Ensure Legal Advocacy Program policies, protocols and procedures are updated and understood by all SPIP legal advocacy providers (*advocates, relief staff, volunteers and interns*) and implemented in a timely manner and are reviewed and developed as needed.

Ensure organizational policies and procedures are being followed, as appropriate by legal advocacy program staff.

Maintain awareness of and coordination of daily/24-hour legal advocacy services. Assist in direct services of the program as needed.

Oversee the provision of quality services to victims/survivors - ensuring that legal advocates identify client needs, refer client to appropriate resources, and advocate for clients within the expectations of the agency, which include:

- Assisting victims in developing immediate and on-going safety plans for themselves and their children.
- Coordinating legal advocacy services, including but not limited to, safety planning, support, access to crisis needs, transitional services, and legal protections to all victims who have experienced domestic and/or sexual violence;
- Providing quality and trauma informed legal advocacy services, acting as a conduit for increasing victims' trust, access, and utilization of the criminal and civil justice systems for protections; especially those who are marginalized and at greatest risk for system bias with SPIP's array of programs.

Assess the flow of legal advocacy workload and best use of advocacy hours as it pertains to scheduling, court advocacy, the completing of essential duties at the end of each day, meetings, etc. and bring thoughts and ideas to the Executive Director to improve and/or streamline the delivery of services and/or report any significant concerns.

Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the Legal Advocacy Program and the people it serves.

Field and respond to advocate, BTS coordinators, volunteers and interns call-ins and tardiness daily and adjust the schedule as required – inform Executive Director, and Management Team members as appropriate, of ongoing issues.

Ensure participant files are accurate and reflect SPIP's provision of services, and take corrective action when problems exist.

Promote teambuilding - maintain a positive work atmosphere and foster good relations with clients, co-workers, volunteers and interns.

### **System and Social Change Work**

Lead in challenging the justice systems' response to domestic violence as needed, in a timely, credible and diplomatic manner.

Work to establish and maintain on-going communication and problem solving with criminal and civil justice systems, government and community-based programs, healthcare providers, etc. to address victim safety and immediate and long-term needs and prevent abusive persons from reoffending.

Assist in representing the agency through committees, public functions, presentations, trainings and communicating the vision of the agency and its programs.

Coordinate and participate in the delivery of advocacy trainings and presentations.

### **Management**

Act as conduit for emerging issues for legal advocacy staff (advocates, relief staff, volunteers and interns) to the Executive Director and Management Team as appropriate.

Work directly with Executive Director and Management Team members to review and evaluate services provided to participants and help to identify opportunities to improve the delivery of services.

Assist in the development and implementation of client database.

Participate on the Leadership Team.

Facilitate the weekly Program Meeting.

Establish and maintain on-going, effective communication and problem solving with Bridges to Safety coordinators (*minimum weekly*) and on-site partners (*ongoing and as needed*).

Work with Operations Director to process time off requests, approve overtime for Legal Program advocates and BTS staff, and be the main point of contact for call-ins and tardiness.

Provide strategic and leadership to assist in ensuring services remain relevant, impactful, culturally responsive and sustainable for the future.

Assist in the recruitment, interviewing and managing of legal advocacy program volunteers and interns.

Ability to hold staff accountable respectfully, equitably and affectively if not meeting the expectations of the job.

Treat clients, co-workers, and the public in a respectful and courteous manner at all times.

Maintain confidentiality of clients, personnel and all agency matters.

Take on additional responsibilities as requested by the Executive Director.

### **III. QUALIFICATIONS**

3+ years supervisory experience.

2+ years of experience in program development and coordination.

4+ years of experience in providing advocacy; knowledge of the root causes of oppression; and an understanding of the needs, options, and resources available for victims/survivors of domestic violence and sexual violence.

Understanding of or experience working with the criminal and civil justice systems.

Minimum of bachelor's degree in human services, psychology, social justice, or a related field; or equivalent combination of education, lived experience, and professional experience.

Commitment to and experience in working with people from diverse ethnic, cultural, social, economic backgrounds and lifestyles.

Ability to handle client, personnel and agency information with complete confidentiality.

Excellent written and verbal communication skills.

Public speaking skills.

Excellent organizational skills.

Demonstrated computer experience.

Demonstrated use and understanding of databases.

Ability to develop and maintain positive relationships direct reports, volunteers, interns, community partners, systems representatives and government officials.

Ability to problem-solve and make decisions individually and/or collaboratively.

Ability to prioritize, manage a variety of responsibilities, and be self-directed.

Ability to take direction as needed.

Demonstrated skill in data collection and report preparation.

Valid driver's license, current insurance and reliable car.

**Salary Range and Benefits:**

Between \$70,000 to \$80,000 annually depending on experience. Excellent comprehensive medical, dental, disability and life insurance, and generous paid time-off are provided.

**Hours**

Primarily, in-person days with the ability to be available or occasionally work evening or weekend hours (from home) to accommodate program needs.

**Additional Information:**

- Valid driver's license, vehicle and auto insurance required
- 3 professional references available when applying.
- Must pass a criminal background check.

**How to apply:**

Send resume, cover letter and 3 professional references by e-mail to [rmc@stpaulintervention.org](mailto:rmc@stpaulintervention.org) or mail to St. Paul & Ramsey County Domestic Abuse Intervention Project (SPIP), 394 Dayton Ave. St. Paul, MN 55102

**OPEN UNTIL FILLED**

SPIP values diversity and encourages people from Black, Indigenous, Latinx, Asian/Pacific Islander, people of color, LGBTQIA+ communities to apply. We encourage applicants of diverse age, gender, and religious/spiritual beliefs to apply.

Equal opportunity employer