



Job Description: Advocate Supervisor

BASIC INFORMATION	
Job Classification	
Hiring Range	
Funding Source	
FLSA Status	Non-Exempt
Provisional Period	90 days
Job Title	StrongHearts Advocate Supervisor
Location	Eagan, MN
Department	StrongHearts Native Helpline
Position Type	<input type="checkbox"/> FT-Salaried <input checked="" type="checkbox"/> FT-Hourly <input type="checkbox"/> PT Hourly (16 Hours) <input type="checkbox"/> PT Hourly (24 Hours) <input type="checkbox"/> Relief <input type="checkbox"/> Temp <input type="checkbox"/> Intern-Paid <input type="checkbox"/> Intern-Unpaid
Reports to	Services Coordinator
Supervises	StrongHearts Advocates
Shift	
Salary/Hourly Rate	\$25.00 Per Hour

GENERAL POSITION PURPOSE STATEMENT - JOB DESCRIPTION SUMMARY

The **StrongHearts Advocate Supervisor (FT)** is a member of the Advocacy Team and is supervised by the Services Coordinator of StrongHearts Native Helpline.

The StrongHearts Advocate Supervisor (FT) responds to incoming calls on the StrongHearts Native Helpline from victims and survivors of domestic and sexual violence, advocates, general public and service providers and provides crisis intervention, referrals, information and problem solving to all contacts.

The StrongHearts Advocate Supervisor (FT) is scheduled for a 40-hour week. This position requires attendance at meetings that may be held outside of the Advocate Supervisor's regular schedule. The StrongHearts Advocate Supervisor is the shift supervisor to the rest of the advocates on the line. This requires manage daily scheduling, developing and leading skill support activities, supporting advocates after tough calls, monitoring calls, and debriefing with fellow advocates.

ESSENTIAL RESPONSIBILITIES AND DUTIES

Helpline Advocacy:

- Provide crisis intervention, safety planning, education, advocacy and referrals to contacts, as appropriate.
- Collects demographic information on all calls, including entering caller's needs and situations into caller application and documents referrals given to contacts.
- Participate in advocacy trainings.
- Refers unresolved problems between service providers and StrongHearts contacts to Data Assistant.
- Assist program administration in keeping the database system updated by reporting all changes to be made in service provider information.
- Participates in any StrongHearts Native Helpline evaluation efforts.

Shift Lead:

- Supervise all advocates and advocate activities during scheduled shifts for purposes of quality control.
- Manage and adjust daily schedule as needed to ensure full Helpline coverage.
- Monitor advocate calls and chats to track advocate skill development, ensure conversation quality, and offer advocacy support.
- Debrief helpline calls with advocate to provide emotional support and feedback about advocate performance, as needed. Use the approved coaching form as provided by Services Manager.
- Lead one on one check ins with advocates to offer support, focus on skill development, and ensure advocate accountability to job expectations.
- Address any advocate needs, either directly or by connecting them to the correct staff member.
- Create, lead, and maintain a schedule of skill development activities for advocates, as directed by the Services Coordinator.
- Participate in meetings with Services Coordinator and report on advocate performance.

This description only includes essential functions of the job and does not imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow and any other job-related instruction and to perform any other job-related duties requested by his or her supervisor or management.

This position requires a high level of empathy and sensitivity to all incoming helpline calls, as well as high-level communication skills.

JOB REQUIREMENTS

- A High School Diploma or equivalent is required; college degree in social work or related field preferred. Professional and/or personal experience may substitute for educational requirements. (Equivalency formula: two years of experience is equal to one year of education.)
- Significant experience working in and with American Indian/Alaska Native communities.
- Deeply rooted in Indigenous thought and culture and informed by high-quality research and approaches.

- Knowledge of tribal, state and national advocacy organizations working to effect social change and that address the issue of violence against Native women.
- One year experience in domestic and/or sexual violence services, preferred.
- Six months experience providing advocacy, phone or web-based preferred.
- Experience/familiarity with computers. Knowledge of Word for Windows and Access preferred.
- Attend required meetings which may be scheduled during hours outside of the advocate's regular schedule.
- Ability to manage time and complete multiple activities within a reasonable time frame.
- Demonstrated ability to manage high stress situations.
- Ability to work as a team member, providing support and constructive feedback in interpersonal interaction.
- Demonstrates initiative and the ability to be flexible and creative.
- Ability to work with people from a variety of backgrounds and experiences.
- Ability to be flexible and adjust work hours to requirements of the organization including occasional overtime and/or work outside of normal business hours, as needed.
- Ability to respond with empathy and support to victims in crisis situations and with sensitivity and awareness to diverse cultural, ethnic and social backgrounds, values, attitudes and languages.
- Commitment to the StrongHearts Native Helpline mission, vision and values.
- Understanding of an empowerment-based advocacy model of services.
- Knowledge of the history of the violence against women's movement in the United States and the particular impact on Native Americans.
- A consistent positive solution-oriented response that includes communicating about challenges to the appropriate person in a constructive and productive manner.
- Intentionally and actively fostering positive working relationships and organizational culture.

OTHER REQUIREMENTS AND WORK CONDITIONS

- Ability to read, write and converse in English.
- Must have emotional and physical stamina to tolerate prolonged sitting or standing to deal with a variety of stressful situations, including responses to complaints, difficult requests from programs and individuals in crisis, and internal and external interactions, to effectively work long and at times odd hours, while maintaining a sense of humor.
- Works in a normal office environment with minimum exposure to dust, noise, or temperature extremes. Requires bending, stooping, lifting and carrying objects up to 25 pounds, with or without accommodations.

The above statements are intended to describe the general nature and minimum level of work being performed. They are not intended to be construed as exhaustive of all duties, responsibilities and skills required for the position. The employee will be required to perform any other job-related duties as required by the job objectives, the Assistant Director, and the mission, vision and values of the StrongHearts Native Helpline. This description does not modify any employee's at-will-status and is not a contract for continued employment of any duration.

Signature _____ Date _____
StrongHearts Advocate Supervisor (FT)

Signature _____ Date _____
Director, StrongHearts Native Helpline



Applicant Information

Full Name: _____ Date: _____
Last First M.I.

Address: _____
Street Address. Apartment/Unit #

_____ *City State ZIP Code*

Phone: _____ Email: _____

Date Available: _____ Social Security #: _____

Position Applying for: _____

Tribal Affiliation: _____ Enrolled or Descendant: _____ Tribal Enrollment Number: _____

Are you a citizen of the United States? YES NO If no, are you authorized to work in the U.S.? YES NO

Have you ever worked for this company? YES NO If yes, when? _____

Have you ever been convicted of a crime? YES NO If yes, explain: _____

Are you currently or have you ever been on any federal contracting exclusion list? YES NO

If yes, explain: _____

Education

High School: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Diploma: _____

College: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Other: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____





National Indigenous Women's Resource Center



STRONGHEARTS
Native Helpline

Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____ Type of Discharge: _____

If other than honorable, explain: _____

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release. I authorize The National Indigenous Women's Resource Center to verify employment and conduct a background check.

Applicant

Signature: _____ Date: _____

For an application to be complete, it must contain the following:

- 1. Completed and signed application**
- 2. Letter of Interest**
- 3. Resume**

Please submit all materials in confidence to:

Email: info@strongheartshelpline.org