

Job Title: Manager of Community & Systems Advocacy
Reports to: Director of Programs
Department: Community and Systems Advocacy

*Next Door Solutions to Domestic Violence (NDS) is a nonprofit organization located in San Jose. Since 1974, NDS has been providing critical intervention and prevention services to domestic violence survivors and their children. NDS' advocacy services include survivor-defined intervention from crisis to self-sufficiency. NDS is a community leader, known for its advocacy orientation to achieve its mission of **ending domestic violence in the moment and for all time**. As one of the leading local agencies in the domestic violence field, NDS takes pride in its grassroots legacy, commitment to systems change, and its "roll up your sleeves" culture. Next Door Solutions is an equal opportunity employer committed to developing the leadership skills of people from diverse backgrounds.*

Skills & Abilities:

The Manager of Community & Systems Advocacy is a well-organized, creative problem solver who is empathetic both to the issues domestic violence victims face and the needs of the advocacy team who supports them. They are someone who is committed to the domestic violence movement and is knowledgeable about local, statewide and national public policy practices and trends. The Manager of Community & Systems Advocacy oversees a full range of compliment services and staff that serve survivors through crisis counseling, risk assessment, safety planning, court accompaniment, restraining order preparation, court preparation and immigration related services.

In partnership with the executive and management team, the Manager of Community & Systems Advocacy is tasked with providing and overseeing direct services, tracking and informing survivor needs and trends, and strategizing about organizational and systems implications. The managers at NDS all train, model and provide direct services in addition to their delegation of duties.

A successful Manager of Community & Systems Advocacy is someone who thrives in complex situations involving many factors. You enjoy managing all the variables, devising new options, and figuring out the best way to get things done. You are at your best in dynamic situations. You particularly enjoy the challenge of solving problems – both understanding and helping to resolve personal challenges faced by survivors, as well as analyzing and improving operational challenges faced by the program.

The Manager of Community & Systems Advocacy also recognizes and cultivates the potential in others and prepares them for the future. Your team works with systems and clients in crisis so you are someone who is empathetic and understanding. When working with survivors or systems, you remain committed and connected to empowerment-based advocacy.

Responsibilities:

- Develop, implement, and oversee all advocacy and legal program activities in partnership with NDS management. Duties may include designing and

monitoring program goals and outcomes, managing evaluation activities, and assisting with the development of grant proposals.

- Supervise, train, and support a team of domestic violence **legal and crisis** advocates.
- Build and maintain relationships with community partners, with a focus on all related law enforcement, collaboratives, and public systems.
- Identify client needs and gaps working to resolve system-related problems, creating and upholding system accountability.
- Represent NDS in the community at collaborative meetings, outreach events, policy and contract negotiations, etc.
- Develop, coordinate and provide trainings to police departments and community agencies.
- Regularly monitor and assess client data for the advocacy department, and assist with preparation of program reports for internal and external audiences.
- Work in partnership with other NDS program managers to ensure effective, client-defined service coordination.
- Provide direct legal and crisis advocacy to domestic violence survivors as needed.

This position is not limited to those duties listed in this position profile. Duties and responsibilities may be changed, expanded, reduced, or deleted to meet the business needs of NDS.

Requirements:

- Bachelors' degree in related field plus 3 years experience in the domestic violence work OR at least 5 years experience in the domestic violence work.
- Knowledge of local, regional, and national issues related to domestic violence.
- Commitment to the advancement of the domestic violence movement.
- Excellent organizational and time management skills.
- Excellent written and oral communication skills.
- Supervisory experience.
- Ability to relate well people from diverse socio-economic and ethnic backgrounds.
- Ability to pass law enforcement civilian background clearance, if needed.
- California domestic violence counselor certification (40-hour training).
- Criminal background check (provided upon hire).

Preferred:

- Knowledge of Santa Clara County systems & service providers.
- Graduate Degree (i.e. Masters in Social Work or similar). *This is not a clinical position.*
- Bilingual
- Paralegal Certification