



**New York City Anti-Violence Project**  
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**Title:** Supervising Manager of Economic Empowerment and Client Advocacy Programs  
**Department:** Client Services  
**Reports to:** Deputy Director of Client Services

**The New York City Anti-Violence Project (AVP) is excited to welcome a new Supervising Manager to our team!** We're looking for an enthusiastic, creative and dogged professional who has experience in mobilizing systems to meet the needs of marginalized survivors of violence and harm.

**AVP empowers** lesbian, gay, bisexual, transgender, queer (LGBTQ), and HIV-affected communities and allies to end all forms of violence through organizing and education and supports survivors through counseling and advocacy. We were one of the first LGBTQ anti-violence organizations in the country and remain a national leader in the anti-violence movement.

**You, as the Manager of the Economic Empowerment and Client Advocacy Programs,** will oversee the Economic Empowerment Program (EEP) and Advocacy Programming for survivors of intersecting forms of violence. This position is held with the Client Services (CS) department and reports to the Deputy Director of Client Services. You will supervise a dynamic team of advocates and forge programming that connects LGBTQ and HIV-impacted survivors to pathways that build economic security. You will actively contribute to the development, implementation and evaluation of departmental strategic goals that support AVP's and the department's strategic plan specific to systems advocacy and economic empowerment programming. You will also provide 24-hour back-up coverage on a rotational basis with the rest of the leadership team to the on-call CS Staff and AVP's crisis hotline volunteers. You will represent AVP and the voices of the community we serve, as well as your team, in inter/intra-agency committees and working groups/task forces at local, state and even national platforms.

## **DUTIES AND RESPONSIBILITIES**

### **Supervisory, Management and Direct Services to Clients**

- Supervise the Advocacy Specialists, providing case-related and mentoring support.
- Provide direct and/or task supervision, as well as client-related consultation to interns and assigned volunteers in Client Services department. Provide coverage or back-up support for staff in the department when needed.
- Hold a caseload of 3-4 clients; provide direct services, case management, advocacy, crisis intervention and counseling.
- On a rotating basis, act as on-call Clinical Back-Up for the 24/7 AVP hotline during month-long overnight/weekend shifts in collaboration with CS leadership
- Collaborate with fellow Supervisors in Client Services department and front-line team members to develop, implement and evaluate policy, procedure and protocol for Client Services and other departments, as appropriate.
- Evaluate direct reports in a timely and accurate manner, promoting staff professional development and organizational functioning. This includes creating professional development plans and working to support doing social justice work sustainably and responsibly.

- Oversee projects and activities as directed by supervisors, including, but not limited to community-based work in off-site locations, collaborative work across departments, and special projects.
- Support agency-wide anti-oppression process, including actively participating in relevant identity-based accountability and affinity groups.
- Ensure that all department documentation and reports are accurately completed, meeting all deadlines.
- Ensure data management for internal and external reporting needs including program evaluation and analysis, reports to the Board, and contract reporting to funders.
- Develop and manage relationships with key internal and external stakeholders as necessary throughout the city, state, and nationally; attend and present at meetings and conferences; raise the visibility of AVP's trauma-informed, anti-oppression, harm reduction model and to amplify the voices of LGBTQ and HIV-affected communities around their experiences of bias, discrimination, and violence, as well as resilience and strength.

### **Program Development**

In collaboration with CS Leadership team, support the design, development, implementation and sustainable operation of innovative and responsible approaches to direct service work responsive to emerging needs of survivors of violence within LGBTQ and HIV-affected communities which are informed by AVP's trauma-informed, anti-oppressive, and harm reduction approach.

- Conduct formal and informal needs assessments to identify emerging needs of survivors of violence within LGBTQ and HIV-affected communities, with a specific focus on EEP and Advocacy.
- Develop innovative and responsible service models to address those identified needs.
- Ensure accurate and timely documentation and reporting of all program-related activity.
- Develop program evaluation mechanisms to identify and implement impact measurement for Client Services programming.
- Participate in collaborative and coalition work related to AVP's mission.
- Establish and maintain appropriate linkage agreements and referral relationships with relevant community organizations and other resources, in compliance with agency organizations.

### **Training and Education**

- Facilitate training, presentations, webinars, and workshops at a local, state, and national level, representing AVP's work, upon completion of onboarding and acclimation to this role.
- Work collaboratively across programs to support the development of innovative training curricula to relevant stakeholders improving access to culturally responsive, inclusive, and affirming services and support to LGBTQ and HIV impacted survivors of violence.

### **Program-Related**

- Attend weekly supervision sessions with the Deputy Director of Client Services (receiving supervision) and with all direct reports (providing supervision).
- Attend and/or facilitate daily case conference meetings.
- Facilitate bi-weekly Advocacy Unit meetings
- Attend Client Services Department staff meetings and Group Supervision.
- Attend full-staff meetings.
- Attend in-service training and external training and seminars as appropriate.
- Assist with and attend AVP signature events.

## Other Duties as Directed by Supervisors

### QUALIFICATIONS

- At minimum 3 years of experience required in the following areas:
  - Supervising staff and/or interns providing direct service to clients;
  - Direct crisis intervention and advocacy services to survivors of violence including members of LGBTQ and HIV-affected communities;
  - Training service providers and community members;
  - Group design, development, facilitation, and evaluation;
  - Project management.
- Proficiency required in digital case management systems, Microsoft Office, and general knowledge of management information systems and technical support.
- Experience in Social Solutions' Efforts to Outcomes (ETO) program and Salesforce a plus.
- Strong project management skills required, including demonstrated success in time/task/workload management around multiple projects and deadlines.
- Proven ability to engage and effectively train diverse constituencies with varied learning styles, experience, and approaches to the work
- Demonstrated commitment to professional development and skill building for staff.
- Demonstrated commitment to working to end violence within and against lesbian, gay, bisexual, transgender, queer, and HIV-affected communities.
- Demonstrated commitment anti-oppression work, where oppression, as a system gives some people, groups, or communities power over other people, groups, or communities because of their identities and experiences.
- Excellent written and oral communication skills.
- Bilingual in English and Spanish preferred.
- LMSW, LCSW, and/or SIFI-certified, while not required, is a plus.

**Salary range:** \$67,500 - \$70,000. Applicants who use more than one language at work are eligible to receive a \$1,500 salary enhancement in addition to their base salary.

**Competitive benefits package and an excellent and dynamic work environment**, including flexible 32-hour week, over 4 weeks off, generous sick time, medical, dental, vision, life, and disability insurance, 403(b) retirement investment plan (employee contribution only), flexible spending accounts for medical and transit costs, pooled sick leave, paid family leave, and flexible/remote work options.

Hours are generally 10am – 6pm, Monday through Thursday, and 10-2pm on Friday, but this position requires some work during the evening and/or weekend to support AVP's 24-hour hotline on a rotational basis. This position is based in the AVP office in Manhattan and will require a hybrid of both remote and in-person work.

### TO APPLY

Interested applicants submit their cover letter and resume as a single PDF through this link: [nycavp.bamboohr.com/careers](https://nycavp.bamboohr.com/careers) by August 15, 2023. After August 15, 2023, we will continue to review applications on a rolling basis as long as the position remains open.

No phone calls please. Candidates will be notified if we are seeking an interview; because of the high volume of responses, it may not be possible to respond to all inquiries. Interviews will be scheduled on a rolling basis.

*AVP is committed to providing equal employment opportunity to all qualified individuals and endeavors to hire individuals of diverse races, colors, creeds, ethnicities, religions, genders, gender identities or expressions, ages, sexes, sexual orientations, national origins, disabilities, and citizen, marital, veteran and HIV statuses.*

*Revised 7/26/2023*