

Job Title	Youth Advocate Manager
Employer/ Agency	The Landing
Job Description	<p>The Landing’s mission is to serve survivors of human trafficking and commercial sexual exploitation with a trauma-informed approach, fueled by the love of Christ. <i>Please only apply to this position if you are in alignment with The Landing’s mission</i></p> <p><u>POSITION OVERVIEW:</u> Reporting to the Director of Strategic Programs (DSP), the Advocacy Manager is responsible for leading and managing the advocacy team and ensuring that the Youth Advocacy Program is operating efficiently, meeting program goals, ensuring programmatic grant compliance and maintaining a high level of program excellence. The Advocacy Manager is responsible for ensuring programmatic success and effectiveness and will troubleshoot service delays and disruptions in crisis response, case coordination, advocacy, and service delivery. The Advocacy Manager is responsible for guiding advocacy team to ensure professionalism, quality service delivery, and trauma-informed case coordination. Advocacy Manager will communicate effectively with law enforcement, community agencies, and diverse populations. Coordination and limited participation in a 24/7 on-call rotation, including evenings, weekends, and holidays is mandatory for Advocacy Manager.</p> <p><u>RESPONSIBILITIES:</u></p> <p>Communication and Leadership</p> <ul style="list-style-type: none"> • Work to create positive, safe, non-judgmental atmosphere for all team members • Advise the DSP and other key members of senior management on financial planning, budgeting, priorities, and policy matters • Maintain continuous lines of communication, keeping the DSP informed of all critical issues • Participate in continuous training and education of human trafficking field, theories of practice, best practices of staff • Represent the organization externally, as necessary • Be prepared to do presentations/speak on panels for The Landing <p>Program Development</p> <ul style="list-style-type: none"> • Oversee, develop & steward Youth Advocacy Program • Ensure programmatic grant compliance and assist DSP in programmatic grant reporting • Develop and maintain systems for evaluating progress and success of Youth Advocacy Program • Identify program needs, find remedies and solutions in a timely manner

- Manage Youth Advocacy Program budget with support of DSP
- Develop and implement strategies, policies, and procedures to ensure operational and programmatic effectiveness and success of the Youth Advocacy Program
- Ensure that Youth Advocacy Program is adhering to the strategic plan and effectively report to DSP on adherence
- Identify strategies to provide leadership with necessary metrics and key performance indicators in a timely manner
- Work with the DSP to ensure development of Salesforce to satisfy reporting needs for programs
- Maintain a working knowledge of evidence-based interventions and knowledge of significant developments in the anti-trafficking field

Supervision and Management

- Mentor, coach, and develop team using a supportive and collaborative approach: assign accountabilities, set objectives, establish priorities, and evaluate results
- Promote a culture of high performance and continuous improvement that values learning and a commitment to providing quality services
- Recruit, hire, and oversee training and orientation of advocacy program staff members
- Ensure proper supervision of youth advocates
- Manage timesheet & PTO of relevant personnel
- Address employee experience and skills gaps
- Lead advocacy program team meetings
- Provide, coordinate and attend staff development to ensure supervisees are up to date on policies, procedures, and best practices
- Ensure proper documentation of advocacy services provided, referrals given, progress or decline in the wellbeing of youth and their caregivers, achievement of service goals and case outcomes by supervisees
- Conduct regular file audits ensuring that advocates maintain client records according to agency protocol
- Provide support, staff cases, train, and troubleshoot issues in service delivery through weekly check-in meetings with supervisees

Engagement, Crisis Response, and Advocacy

- Manage on-call schedule ensuring 24/7 crisis response and dispatch for all hotline calls, and participate in on call rotation as needed
- Develop and implement advocacy and crisis response protocols
- Facilitate smooth operation of the crisis hotline calls ensuring in person dispatch to potential survivors of human trafficking occurs within the required timeframe of 90 minutes to hospitals, police stations, DFPS offices, shelters, community-based settings, or other incident locations
- Manage advocacy team to ensure trauma-Informed, crisis intervention services, safety planning in accordance with best practice and emergency protocols
- Provide and participate in outreach activities to schools, churches, detention centers, and other community agencies focused on victim identification and linkage to services when necessary

- Maintain a small case load of clients-providing advocacy, crisis intervention, case coordination, referrals and other services, for youth and young adult victims
- Ensure all supervisees act in the youth's best interest, including support to the youth's relationships with community members, stakeholders, and caregivers when appropriate
- Meet and communicate regularly with the youth and/or their caregivers as needed and coordinate response to crisis calls for assigned caseload including in-office meetings, meetings in the field, and home visits
- Act as a liaison with stakeholders, including legal providers, child protection, law enforcement, federal partners and others to ensure both local and program protocols are followed
- Participate in a multi-disciplinary team designed to provide specialized services for victims of trafficking. Multidisciplinary teams will include members from DFPS, District Attorney's Office, Law Enforcement, and other stakeholders when necessary
- Provide information about the criminal justice system and provide legal advocacy and/or court accompaniment to clients engaged in the legal system
- Document advocacy services provided, referrals given, progress or decline in the wellbeing of youth and their caregivers, achievement of service goals and case outcomes
- Initiate contact with the Texas Department of Family and Protective Services when child abuse or neglect is suspected
- Transport clients to meetings and appointments, when needed, according to program protocol and with parental consent
- Maintain confidentiality in all areas of the service population and program operations

Program Support Services

- Work from a strengths-based, trauma-informed, and culturally competent perspective
- Participate in providing feedback and input into the program design and the development of relevant trainings/manuals
- Work evenings, weekends and holidays as needed or requested by position supervisor, including on-call assigned shifts
- Interact with the community and develop relationships with agencies and other service providers that can provide needed referrals and resources for survivors of human trafficking

Other

- Participate in workshops, seminars, education programs and other activities that promote professional growth and development
- Participate in weekly supervision with supervisor
- Educate at-risk youth in schools, child advocacy centers, and juvenile detention centers about domestic minor sex trafficking and human trafficking as needed
- Other duties as assigned

Qualifications**Skills**

- Display Fruits of the Spirit: love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, self-control
- Possess the following values: (Organizational Values: Love, Integrity, Honor, Social Equity) and (Team Values: Wisdom, Christlikeness, Heart for Justice, Excellence, Innovation, Influence, Humility, Unity)
- Knowledge of youth services, child welfare system, and juvenile services
- Knowledge or willing to learn about human trafficking and those involved in the commercial sex industry
- Excellent written and verbal communication
- Self-motivated and proactive
- Teachable and open to receiving constructive criticism
- Ability to work collaboratively with other service providers
- Ability to remain calm and handle multiple crisis simultaneously
- Maintain appropriate professional boundaries
- Possess organizational, creative thinking, and problem-solving skills
- Effective time management skills
- Ability to relate well to clients in a caring non-judgmental manner and possess compassion for those going through difficult circumstances
- Ability to work with diverse and challenging populations and to respond sensitively and competently to the service population's cultural and socio-economic characteristics
- Ability to work in a fast-paced environment while maintaining emotional control and professional composure at all times

Requirements

- Bachelor's Degree in a human services related field
- Proficiency in using MS Word, Excel, PowerPoint, Outlook, etc.
- Flexibility in attending evening/weekend events as needed
- Valid driver's license, valid car insurance, ability to use a personal vehicle

Address	9894 Bissonnet St
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Contact Person	Brooke Buckmaster, Operations Manager
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Application Method	Website- Youth Advocate Manager Job Application - The Landing
Opening Date	Immediately

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.