



JOB DESCRIPTION – ADVOCACY PROGRAM MANAGER

AGENCY OVERVIEW:

Apna Ghar provides critical, comprehensive, culturally competent services, and conducts outreach and advocacy across communities to end gender violence. We aim to empower survivors, engage communities and elevate gender and racial justice to endanger societal level change.

For more information, please visit www.apnaghar.org and on social media @ApnaGharInc

POSITION SUMMARY:

The Advocacy Program Manager plays a pivotal role within the organization and is responsible for the overall management and effectiveness of the Advocacy program under the guidance of the Executive Director. Particular focus is on overseeing all aspects of direct services, advocacy and outreach to ensure meeting of organizational goals. As the program lead, they are responsible for effective delivery of high quality, consistent, safe and impactful advocacy services. As a senior position, the Advocacy Program Manager will work in close collaboration with the other senior staff and program leads as well as across the agency and with external stakeholders. Competence and results for this position will be measured against organizational goals and key performance indicators (KPIs).

RESPONSIBILITIES INCLUDE:

Program Management and Administration:

- Managing Apna Ghar’s advocacy program comprising of medical, legal and community advocacy, supervised visitation and safe exchange services, as well as economic empowerment services.
- Create and manage program and personnel performance measures and processes including schedules, goals and objectives, reporting, key performance indicators (KPIs) etc.
- Manage and oversee daily, weekly and monthly program processes including crisis response and intervention, case management, and long term connection to resources and services
- Manage and oversee other skills-based workshops and group sessions such as Financial Literacy, Employment, Health, Life Skills, After School services etc. for adult and children program participants
- Manage collaborating with other program areas across the agency and externally to ensure high quality of services to housing residents
- Oversee file-keeping, data entry, analysis, and reporting along with other administrative tasks that ensure the high quality of services
- Manage upkeep and management of all facilities in collaboration with Facilities Coordinator and other agency staff to ensure safe, healing and high-quality and trauma-informed living experience for residents
- Manage effective use data and case management tools that are currently available and those that will be implemented
- Represent Apna Ghar on task forces, working groups, coalitions, etc. focused on housing services
- Actively engage in outreach and networking efforts to expand Apna Ghar’s Housing program and continually manage growth of resources available for program residents

Reporting and Evaluation:

BOARD OFFICERS	DIRECTORS	LEADERSHIP	ALUMNI BOARD	EXECUTIVE DIRECTOR		
Shalini Sahrawat <i>President</i>	Vineeta Bonthala <i>Vice President</i>	Ash Luthra Tapan Nagori	Bhavini Desai Nancy Maldonado	Kanta Khipple Usha Wasan	Prem Sharma Ketki Parikh	Neha Gill
Masoom Ahmed <i>Treasurer</i>	Deepa Sharan <i>Secretary</i>	Tina Sundaram Beata Weiss	Sandio Shah Neil K. Vohra	Saiyed Rabbani Danial Noorani	Sameer Chhabria	
Alpa Jayanti Patel <i>Member-At-Large</i>						



- Contribute to the organization's Monitoring, Evaluation and Learning (MEL) through effective implementation of systems and associated processes
- Implement program goals monitoring based on Key Performance Indicators (KPIs)
- Monitor program and all services as well as any project/s weekly and ensure quality and regular success
- Prepare weekly and monthly internal reports, and contribute to any other reporting process as needed
- Ensure all protocols and performance standards are actively integrated into direct service implementation, and services are standardized and consistent at all times
- Train team members on important aspects of quality control, standardization, safety and consistency; and ensure appropriate quantity of services based on KPIs and organizational benchmarking processes
- Manage and oversee staff adherence to programmatic, administrative and facilities related responsibilities
- Implement, manage and support processes that facilitate effective communication within housing team and across the agency, as well as with external stakeholders
- Support staff in the accomplishment of KPIs, professional development goals and provide relevant feedback

Program Development:

- Contribute to strategic thinking around program expansion and growth, and overall organization development processes
- Contribute to program and grant reporting and proposal development by giving program details and other technical information as and when requested
- Along with the development of the program area, focus on the evolution and growth of their own role as the program lead

Other responsibilities as assigned.

PREFERRED QUALIFICATIONS:

Education:

- Bachelor's degree in gender studies, social work, social sciences, or equivalent mix of education and experience

Experience:

- Three to five years of direct experience in legislative advocacy, particularly around gender-based violence
- Familiarity with the processes, terminology, and staffing of various systems that survivors interact with
- Knowledge of policymaking and legislative processes
- Demonstrated commitment to social change
- Experience working with diverse populations in culturally competent settings
- Fluency in a second language
- Excellent interpersonal and intercultural communication skills
- Excellent verbal and written communications skills; and ability to participate in public events and group settings
- Excellent conflict management and resolution skills
- Excellent organizational, analytical and problem-solving skills
- Excellent collaboration, teamwork and teambuilding skills
- Ability to effectively establish and maintain working relationships with peers and constituents at all levels
- Willingness to accompany program participants in public or private transportation

**Licenses/Certification:**

- 40-Hour Domestic Violence Training required within 6 months of employment. This can be obtained through Apna Ghar at no cost

Computer and software knowledge:

- Strong skills in Microsoft Office Suite (Word, Excel, Powerpoint)
- Familiarity with Survey Monkey and Canva and other survey and design software

WORK ENVIRONMENT:

- Accommodations will be made to enable individuals with disabilities to perform the essential functions.
- This position operates primarily in an office environment but work offsite is required for meetings, workshops, advocacy events etc.
- This role routinely uses standard office equipment such as computers, phones, photocopiers, scanners, filing cabinets, and fax machines.
- While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.
- The employee may occasionally lift and/or move objects up to 40 pounds
- Travel between the main office and remote locations may be required.
- Occasional night and weekend hours are required

APPLICATION PROCESS:

- Apna Ghar is an equal opportunity employer and seeks to employ qualified individuals. Apna Ghar does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, immigration status or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. Apna Ghar is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.
- Please send your resume and cover letter to employment@apnaghar.org