

Director of Advocacy

Reports To: Executive Director of Institutional Strategy & Culture

Direct Reports: Family Advocate Volunteers

Commitment: Up to 30 hours per week

Location: Remote

FLSA Status: Non-Exempt (hourly)

Mission & Role Summary

The Director of Advocacy is responsible for strategically developing, managing, and executing Compass IGG & Advocacy's Advocacy program. This role ensures that family members of missing persons are provided with essential resources, education, and one-on-one assistance to actively help law enforcement resolve their loved one's case should they be found deceased. The Director trains and oversees volunteer family advocates who work directly with families, coordinating DNA testing, and providing education about how IGG can assist in identification. The Director of Advocacy is a vital member of the management team dedicated to ethically advancing the mission of resolving unidentified missing persons cases.

Key Areas of Responsibility

Client Selection and Intake Management

In collaboration with Compass Executive leadership, the Director of Advocacy will take a strategic leadership role in the design and implementation of the intake process for families of the long-term missing to become Advocacy program clients.

- Incorporate goals for the program into an application process.
 - Collaborate with the Media department to launch the application and develop a marketing plan to promote it to prospective clients.
 - Communicate with all applicants for advocacy services in a professional and compassionate manner.
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Advocacy Program Leadership

- Develop and manage the comprehensive program for engaging with family members of long-term missing persons.
- Lead, mentor, and manage the Family Advocate Volunteer Team, ensuring they are trained to provide ethical, accurate, and consistent one-on-one assistance remotely via telephone, video conference, and digital correspondence to client families.

DNA Testing Support

- Oversee the administrative process to ensure Coordinate with third-party vendors to provide DNA testing kits to eligible family members receive DNA testing kits, and provide clear instructions on sample collection. This role involves administrative coordination only; no physical inventory is maintained or distributed from the employee's home office.
- Ensure Family Advocate Volunteers are trained to guide families on the process of uploading DNA raw data to the relevant public databases used for comparison with unidentified human remains.

Education and Resource Collaboration

- Work closely and collaboratively with the Education Director to develop and utilize educational materials focused on IGG and the identification process for client families.
- Ensure Family Advocate Volunteers can effectively deliver educational information, explaining what IGG is and how it can assist in resolving missing persons cases.
- Identify and cultivate partnerships with external organizations (e.g., victim services, trauma/grief counselors) to provide wrap-around support for families.

Volunteer Management & Ethics

- Work with the Operations & Project Manager to recruit, interview, and engage compassionate and skilled advocacy volunteers.
 - Oversee the initial and continuing training of the Family Advocate Volunteer Team on client engagement, data privacy, and ethical best practices when handling sensitive family information and case details.
 - Ensure the advocacy program operates with the utmost compassion, professionalism, and sensitivity to the trauma experienced by client families.
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Qualifications & Experience

- Progressive experience in direct client service, victim/family advocacy, social work, or nonprofit program management focused on supporting individuals in crisis.
- Demonstrated success in building, managing, and motivating a team of volunteers or staff providing specialized, sensitive assistance.
- Strong understanding of the challenges faced by families of the long-term missing.
- Experience with genetic genealogy, DNA testing logistics, or law enforcement processes is desirable.
- Exceptional interpersonal, communication, and crisis management skills, with proven ability to maintain professional boundaries and sensitivity.
- Proven ability to collaborate with internal and external partners to deliver integrated resources.
- Commitment to the mission of Compass IGG & Advocacy and the ethical empowerment of client families.
- Security Mandate: Must have access to a reliable, private internet connection and a personal computer that is password protected and not shared with others.
- Must be eligible to work in the US.
- Vetting & Final Offer: All offers of employment with Compass IGG & Advocacy are strictly contingent upon the successful completion of a comprehensive background check.

Compensation and Benefits

- Compensation: \$30.00 - \$35.00 per hour (based on experience), for a commitment of up to 30 hours per week
- Employee Assistance Program
- Paid sick leave