

Title: Leading with Heart: Trauma-Informed Supervision

Presenters Info: Molly Voyles, Director of Public Policy, TCFV; Jen Mudge, Public Policy Coordinator, TCFV

Outline of Topic:

Summary of Topic w/ Teaching Objectives:

Every day victim service advocates stand with survivors of intimate partner violence as they share their experiences of trauma, abuse, and strength. Supporting survivors on their journey can impact advocates and result in vicarious trauma, stress and compassion fatigue. This session will focus on how supervisors can create spaces to support advocate wellness and prevent the development of compassion fatigue.

Three Learning Objectives:

1. Support awareness of the impact of trauma on advocate wellness
2. Understand the connection between vicarious trauma and supervision
3. Gain tools to enhance trauma-informed supervision

Biographical sketch of the speaker (include SME as part of bio):

Molly Voyles is the Director of Public Policy for the Texas Council on Family Violence (TCFV) and has worked in the movement to end violence for 30 years. In her position at TCFV, she is focused on public policy efforts that center the needs of survivors and advance systems change.

Jen Mudge is a licensed social worker (LMSW) and a Public Policy Coordinator for the Texas Council on Family Violence. Jen has nearly 20 years of experience in diverse social work settings, with a focus on serving and working alongside survivors of intimate partner violence and sexual violence. Jen's work with survivors has spanned direct advocacy services, clinical therapeutic settings, and statewide policy efforts.

Molly Voyles | **Director of Public Policy**
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Skills & Expertise Areas:

- Public Speaking
- Technical Writing
- Organizational Change
- Facilitation
- Policy Analysis
- Trauma-Informed Supervision

Work Experience:

2006-Present Director of Public Policy, Texas Council on Family Violence, Austin TX

- Provide technical assistance and consultation to family violence programs, funders, and other allied partners across the state on topics ranging from program policy to privacy considerations
- Co-developed statewide curricula and training on a wide variety of topics and provided trainings for groups of 5-500
- Create & develop written materials such as bill analysis, testimony, and model policies
- Research and analyze existing legislation, co-lead in the development of legislative agendas, and support implementation of legislation
- Collaborate with stakeholders, such as the Health and Human Services Commission, on system change advocacy

2002-2006 Passages Program Advocate, SAFE Alliance, Austin, TX

- Provided long-term advocacy to survivors of domestic violence with a focus on housing stability and support
- Supported collaborative team building with seven community agencies and led initiatives to create survivor-informed responses across the team
- Engage in system coordination to support long-term housing options for survivors of domestic violence

1996-2002 Youth Programs Advocate, Middle Way House/The Rise, Bloomington, IN

- Aided in the support and supervision of children aged 0-14 who have been exposed to domestic violence
- Provided youth engagement activities to minor victims of domestic and dating violence
- Supervised and trained employees

Education

May 2002 Bachelor of Social Work earned at Indiana University

JENNIFER MUDGE

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EDUCATION

- MSW** Marywood University, Social Work May 2014
Graduate Research: A University Sexual Assault Needs Assessment
- BA** The Pennsylvania State University, Psychology Dec. 2002
Semester of study abroad at Christian-Albrechts University (2001)
Minored in German

PROFESSIONAL EXPERIENCE

- Public Policy Coordinator** Dec. 2020-present
Texas Council on Family Violence, Austin, TX
- Offer technical assistance and consultation to domestic violence agencies in Texas on topics such as creating and enhancing access to services for survivors of domestic violence; voluntary, survivor-centered service models; and best practices in service provision.
 - Develop and update guidance on agency policies for domestic violence centers in alignment with survivors' input, best practices and state and federal laws.
 - Provide training and consultation on the intersection of mental health, wellness, trauma and intimate partner violence. Initiated a wellness advisory council that informs the development of wellness resources, trainings and other support for domestic violence agencies and advocates throughout the state.
 - Collaboratively maintain and update content for the Creating Safer Spaces webpage, an information hub for domestic violence agencies.
 - With the Policy Team, engage in legislative advocacy during biennial legislative sessions and participate in implementation of laws, rules and policies.
- Licensed Social Worker/Therapist** May 2019-Jan. 2022
Integrative Counseling Services, Scranton, PA
- Provided mental health counseling services to a small caseload of clients. Collaborated with other community providers to offer holistic services.
 - Areas of focus included domestic and sexual violence, grief, and anxiety.
- Independent Research Consultant** June 2019-Dec. 2020
The Wright Center for Community Health, Scranton, PA
- Coded qualitative data from in-depth interviews for a study examining the effectiveness of a community-based program offering coordinated care to pregnant women diagnosed with Opioid Use Disorder.

Adjunct Faculty Instructor

Aug. 2017 & Jan. 2019

Marywood University, Scranton, PA

- Taught a graduate course on social welfare policy, and an undergraduate course preparing students to engage in international service learning.

Senior Program Manager, Monitoring & Evaluation

Sept. 2015-Dec. 2020

African Sisters Education Collaborative (ASEC), Scranton, PA

- Coordinated the monitoring and evaluation of all ASEC programs including the evaluation planning, design, and implementation for a leadership development program for women across ten African countries, as well as an international service learning program.
- Collaboratively developed the organization's strategic plan and created metrics to evaluate the organization's strategic goals.
- Supervised two staff and two Graduate Assistants within the evaluation team.
- Selected and developed evaluation tools for use in a mixed methods evaluation in partnership with ASEC's African staff members and consultants.
- Analyzed qualitative and quantitative data, utilizing SPSS and NVivo software.
- Created formative and summative evaluation reports and presented summative reports annually. Provided recommendations for program improvement.
- Periodically traveled to six countries in Africa to conduct site visits and interviews and co-facilitate capacity building workshops.

Social Work Field Instructor

Aug. 2015-Aug. 2019

Marywood University School of Social Work, Scranton, PA

- Supervised graduate social work students in their internships. Served as both an on-site and off-site Field Instructor.

Social Work Accreditation Coordinator

June 2014-Sept. 2015

Marywood University School of Social Work, Scranton, PA

Position was time-limited to up to 2 years

- Coordinated the successful reaccreditation of the Bachelor and Master of Social Work programs.
- Liaised with faculty and staff at the university and the Council on Social Work Education to gather and organize information for reaccreditation reports.
- Wrote sections of reaccreditation reports.
- Designed and edited tools to assess social work students' academic competency levels as well as their experiences with diversity and inclusion at the university.
- Collected and analyzed data related to assessment of the Social Work programs.

Graduate Intern

Sept. 2012-May 2014

Marywood University Dean of Students Office, Scranton, PA

- Conducted a campus sexual violence needs assessment including focus groups with students, interviews with staff and faculty, and an online survey.

- Collaboratively proposed and piloted a peer facilitated sexual violence education and prevention program for first-year university students which is now implemented annually.
- Organized campus and community events to raise awareness about gender-based violence, healthy relationships, and human trafficking through participation in university committees.

Graduate Research Assistant

Jan. 2012-May 2014

Marywood University School of Social Work, Scranton, PA

- Completed literature reviews for a community-based participatory research study focusing on the needs of Bhutanese refugees and Latinx immigrants in the Northeast PA region. Study results led to healthcare initiatives.
- Created data visualizations to illustrate the needs of the growing refugee and immigrant populations in the local area.

Safe House Advocate/Legal Advocate

Apr. 2010-June 2014

Women's Resource Center (WRC), Scranton PA

- Advocated for survivors of domestic and sexual violence within the legal system and assisted survivors in assessing their legal options and safety concerns.
- Conducted systems advocacy with law enforcement, the legal system, and community agencies to increase survivors' safety options and resources.
- Developed, updated, and distributed resource materials regarding crime victims' compensation, survivors' rights, legal system protocols, state and federal laws, and pending or new legislation.
- Provided crisis and advocacy services in the safe house and via a 24-hour hotline.
- Managed the Homeless Prevention and Rapid Re-Housing Program.

International Youth Programs Coordinator

May 2009-Nov. 2009

Students Partnership Worldwide (SPW)-USA, Washington, D.C.

This position was eliminated after SPW, due to financial constraints, completed a full office closure in the U.S.

- Interviewed, trained, and supported North American volunteers as they prepared for their overseas placements, including the management of volunteer donations, pre-departure trainings, and all logistical and administrative support.
- Built support for SPW-USA's recruitment and fundraising activities among returned volunteers and acted as a first point of contact for stakeholders.

Program Coordinator

Jan. 2009-May 2009

Supportive Concepts for Families, Inc., Reading, PA

- Coordinated the functioning of five community living homes, in which 15 individuals with intellectual and/or physical disabilities resided.
- Supervised five Site Supervisors and approximately forty staff members.

International Youth-led Development Programs Fellow Sept. 2008-Dec. 2008
Students Partnership Worldwide (SPW)-USA, Washington, D.C.

Fellowship was for a 3-month period

- Created a comprehensive and dynamic pre-departure manual to be used by SPW staff in the U.S., U.K., and Australia when conducting volunteer training.

Volunteer Community Health Educator Jan. 2008-Aug. 2008
Students Partnership Worldwide, Jinja, Uganda

Position was for an 8-month period

- Through non-formal peer education and partnerships with Ugandan volunteers, promoted reproductive health and sustainable livelihoods in a rural community.
- Developed and taught lessons on sexual and reproductive health lessons to primary and secondary school students in five area schools.
- Worked with a women's group to develop a successful business plan, which resulted in the development of a pineapple farm, yielding sustainable income.
- Established school health clubs, which became self-sustaining through student leadership.
- Organized health-related community and school events, including an HIV awareness and prevention festival for over 600 attendees.

LICENSURE AND TRAINING

Licensed Social Worker, Pennsylvania (2015-present)

Certified Domestic Violence and Sexual Assault Counselor/Advocate (2001, 2010)

PROFESSIONAL AFFILIATIONS

National Association of Social Workers (2015-2020)

American Evaluation Association (2017-2020)

REFERENCES

Available upon request.