

About JusticeMatters

Founded in 2009, JusticeMatters is a faith-motivated, nonprofit law firm that addresses the roots and repercussions of human trafficking in North Carolina. We provide trauma-informed legal services and promote just policies and practices impacting our clients and community. Our vision is the freedom and flourishing of all.

Human trafficking is the exploitation of people for labor or commercial sex acts—the exploitation of vulnerability for profit. Human trafficking is real in North Carolina, which regularly ranks among the top 10 states for cases reported to the National Human Trafficking Hotline.

At JusticeMatters we protect children and help survivors rebuild their lives. Immigrants without permanent legal status in the United States, and children without the legal security of an adult committed to their care, are at heightened risk of human trafficking and other forms of exploitation. Legal status and legal security are foundational protections against these injustices, creating opportunities for our clients to heal, flourish, and pursue their dreams.

With over a decade of demonstrated leadership in the anti-human trafficking field, JusticeMatters is at the forefront of efforts to integrate principles of trauma-informed design in the legal profession for the wellbeing of our clients and staff.

We're growing! In 2025, through the generous support of new funders and in collaboration with nationally-recognized partners, we're launching:

- ▶ Survivor Rights Representation, filling a critical gap in legal services for NC survivors.
- ▶ Case Management Services, freeing our legal team to focus on casework and strengthening our holistic model.
- ▶ Impact Evaluation Infrastructure, laying the foundation to measure long-term outcomes for clients, families, and communities.

We have big dreams for the future. In the next decade we will continue to prevent human trafficking and promote survivor agency in North Carolina, reducing risk factors and strengthening protective factors at both the individual and systems levels. At the individual level, we will overcome legal barriers to safety and stability through trauma-responsive services that uphold clients' rights and promote their long-term wellbeing. At the systems level, we will establish a sustainable, replicable model of trauma-responsive legal services.

The Opportunity

At a critical inflection point in the history of JusticeMatters, we seek a dynamic, proven leader to implement JusticeMatters' mission and vision and lead us from a decade of rapid growth into sustainable maturity. Our foundation is strong, our track record proven, our team gifted and passionate, our Executive Director and Board of Directors eager and committed!

The Managing Director will oversee and manage implementation of JusticeMatters' strategic plan, ten-year target, and overarching mission and vision. As the right-hand partner to the Managing Attorney, who oversees service provision at JusticeMatters as a nonprofit law firm, the Managing Director will oversee and manage our business/operational side, seamlessly integrating the organization's major functions and driving operational excellence. The Managing Director serves as the "glue" that integrates and holds together our people, processes, systems, priorities, and strategy—ensuring alignment, efficiency, and impact in everything we do.

Providing both strategic direction and operational oversight, the Managing Director will supervise directors and lead cross-functional teams to overcome obstacles and foster continuous improvement agency-wide. The Managing Director will oversee and manage all essential business functions at JusticeMatters, including the procurement and stewardship of financial resources. The Managing Director will be responsible for the implementation of the strategic plan, organizational structure, accountability, and a path for effectively and sustainably achieving the Mission of JusticeMatters.

With the Managing Attorney, the Managing Director will report to the Executive Director who serves as the Visionary for JusticeMatters, focusing on Strategic Direction, Major External Relationships, Culture, and Ideas/R&D.

As a member of the Executive Team at JusticeMatters, the Managing Director will work closely with the Executive Director, Managing Attorney, and Leadership Team to articulate and implement the strategic mission and vision of JusticeMatters, to provide a strong day-to-day leadership presence for all staff, and to lead in modeling, cultivating, and sustaining organizational culture in alignment with the Mission, Vision, Values, and Foundation.

Key Leadership Functions

- Faithfully execute the strategic plan, achieving or exceeding yearly objectives.
- Provide leadership, management, and accountability to Directors on the Leadership Team, including the Director of Business Operations, Director of Impact & Engagement, and Director of Giving Partnerships.



- Coach the Leadership Team with a blend of inspiration, support, accountability, and professional growth. Solidify a culture where everyone throughout the organization owns their role, results, and impact.
- Integrate all major operating functions of the organization, including people, processes, systems, priorities, and strategy. Ensure the right people are in the right seats, and that everyone is rowing together in the same direction.
- Model the way, always centering our mission, vision, and values.
- Resolve issues effectively and promptly—seeing real problems, being comfortable with conflict, calling out the problems, and solving them in a practical and healthy manner.
- Ensure that a high level of effective communication exists throughout the entire organization.
- Seamlessly collaborate with the Managing Attorney, and stay on the same page. Maintain a high level of mutual respect and not be afraid to challenge or be challenged.

The Ideal Candidate

You are the ideal candidate if you have a demonstrated commitment to seeking justice, striving for excellence, upholding trauma-informed principles, pursuing joy through celebration, and embracing community—holding space for disagreement and difference, and centering the margins while affirming mutuality and interconnectedness. You have the experience, self-awareness, and maturity to lead and serve in a high-trauma environment in a healthy way, supporting a team of brilliant, highly-empathetic, and collaborative professionals as we enter into places of deep suffering with courage, commitment, and unwavering hope. You see and celebrate the strength and resilience in our clients, staff, and partners, and celebrate every victory achieved as we seek justice together.

You are obsessed with details and organizational excellence, yet you value people even more than projects. You confront the brutal facts and always find a way. Others often think you are one of the most humble people they've ever met, and they are equally amazed by your relentless determination to effectively drive the ball down the field. People are inspired by how quickly you can think on your feet, and even more impressed by your commitment to sustainability and enduring change. You are clear, direct, and respectful in your communication. You demonstrate a growth mindset. Lastly, you come alive when you are in partnership with a thriving visionary, but you are never afraid to challenge their ideas.

You are not afraid to speak the truth. Your heart is keenly attuned to injustice—and fiercely committed to stand with the vulnerable. You are impassioned to pursue the freedom and flourishing of all.



Core Qualifications

- Executive nonprofit leadership experience, required.
- Highly experienced in leading, coaching, and supporting accountability, with the capacity to be hands-on when needed.
- Proven ability to manage complex projects with the capability to get things done in the face of adversity.
- Working knowledge of an organizational operating system such as EOS preferred, but not required.
- Support for the Mission and Vision of JusticeMatters, demonstrated commitment to our Values, and affirmation of our Foundation.

Want to know more? Visit our website at <https://justicemattersnc.org/>.

To apply, please provide a compelling cover letter, resume, salary requirements, and professional references to Santae Cooper, Director of Business Operations, at santae@justicemattersnc.org.

Review of candidates will begin in May 2025 and continue until the position is filled.

Salary is commensurate with the requirements of the position and is in the \$100-150K range. JusticeMatters operates on a 4-day, 32-hour work week with hybrid work opportunities. The position can work out of the Durham or Raleigh office. Benefits include health insurance; 401(k) retirement plans; PTO; and stipend for professional memberships.

JusticeMatters actively seeks a diverse pool of candidates. JusticeMatters is committed to a policy of equal employment opportunity.





JusticeMatters

Addressing the roots and repercussions of human trafficking

Trafficking is real in North Carolina.
Legal services prevent future exploitation.

North Carolina regularly ranks among the top 10 states for reported human trafficking cases.* Human trafficking is the exploitation of people for labor, services, or commercial sex. It's the abuse of vulnerable people for profit.

JusticeMatters provides free legal services that protect children and help survivors of human trafficking and other traumas rebuild their lives.




We serve those at highest risk—individuals without legal status, family security, or access to safe housing, education, or health care—through a trauma-informed model that helps survivors stabilize, heal, and thrive.

*Based on data from the National Human Trafficking Hotline.

Our Services

- ▶ **Family Law**
Equipping caregivers to provide safe, stable homes for children.
- ▶ **Immigration Law**
Helping survivors and those at risk gain legal status and safety.
- ▶ **Survivor Rights**
Advocating on behalf of survivors to pursue justice and protection.
- ▶ **Holistic Support**
Connecting clients to trusted community resources.

Our Model

-  **Prevention**
We address factors that cause vulnerability—reducing risk and strengthening protections against exploitation.
-  **Restoration**
We equip survivors with legal tools to reclaim safety, reunite with family, and rebuild stability.
-  **Justice**
We promote policies and practices to address the root issues that contribute to vulnerability.



2024 Impact

1,492

callers requested legal services

422

clients served

247

clients' children impacted

Client Demographics

95%

IDENTIFY AS PEOPLE OF COLOR

78%

HAVE SURVIVED VIOLENT CRIME/ABUSE

70%

ARE WOMEN

62%

HAVE LIMITED ENGLISH PROFICIENCY

61%

HAVE ONE OR MORE CHILDREN

12%

ARE CHILDREN

What's Next in 2025

JusticeMatters is building a sustainable, replicable model of trauma-responsive legal services for survivors of human trafficking and vulnerable children.

But we can't move forward without the generosity of individuals like you. Will you help close the gap and support these programs in 2025?

- **Survivor Rights Representation**, filling the most critical gap in legal services for survivors in NC.
- **Case Management Services**, freeing attorneys to focus on legal care and strengthening our holistic model.
- **Impact Evaluation Infrastructure**, laying the foundation to measure long-term outcomes for clients, families, and communities.

Maria's Story

Maria* was a teenager when she came to the U.S., wanting to study nursing. Her parents, hopeful for a better future, trusted a local couple who offered the opportunity.

But once she was in the U.S., Maria realized she'd been deceived. She was forced to cook, clean, and endure physical violence, sexual abuse, and threats to her family back home.

After years of fear, and now a mother, Maria was able to seek help after her trafficker was arrested.

JusticeMatters helped her secure a T visa, providing safety, legal status, and a path forward. Today, Maria is working, healing, and rebuilding her life with her children.



Our legal help changed Maria's story. Join us to make more stories like this possible in 2025.

justicemattersnc.org/donate

**Composite story using a pseudonym for client privacy.*