



## Job Description

### Job Title

Family Advocate In-House- Daytime

### Supervised By

Refugio Manager

### Position Description

- Family Advocates assist survivors of domestic violence and their children to develop, pursue and achieve their goals to live free of violence while promoting Casa de Esperanza's mission.
- Primarily working in the Refugio Monday-Friday 8:00AM- 4:00PM.

### Job Functions

#### **Safety, Support & Response (75%)**

- Provide supportive listening to survivors and crisis callers. Assist survivors to identify goals and methods to achieve them.
- Assist survivors and crisis callers to develop and reinforce safety plans.
- Answer crisis and business calls on the 24-hour bilingual crisis line. Provide supportive listening and resource information. Assist survivors in deciding upon a course of action. Arrange for safe shelter and transportation, as needed.
- Provide information about and help survivors access relevant resources such as orders for protection, public benefits, medical care, housing assistance, legal protections, etc.
- Establish and support a sense of hospitality and respect throughout the Refugio. Constructively help survivors resolve conflicts when necessary.
- Interact individually with survivors weekly, building positive relationships and trust.
- Prepare for, provide transportation, and accompany participants to appointments, as needed.
- Intervene on behalf of survivors/families in crisis situations with police, medical professionals, employers, creditors, social service caseworkers, attorneys, etc. when necessary.
- Interpret over the phone and in-person for participants when necessary.
- Maintain knowledge of current resources. Help maintain relationships with other organizations, as well as identify new relationships, to maximize benefits and services available.

#### **Planning, Administrative & Intervention (25%)**

- Plan and facilitate regular activities for participants throughout the year.
- Facilitate House Meetings every other week and decide on a course of action when conflicts arise.
- Contact and coordinate with community members for volunteer opportunities and activities at the Refugio.
- Establish and support an environment of cleanliness and accountability in the Refugio.
- Provide clear and timely data entry and work documentation for reporting purposes.
- Clean and prepare Refugio bedrooms for new residents.
- Participate in in-service and other job-related training.
- Provide training or information about domestic violence and Latino realities to other organizations.
- Perform a variety of administrative duties as needed.

## **What You Can Expect in This Position and From the Organization**

- Working through a strength-based lens and empowering families to self-determine solutions that will work best for their unique lives.
- 40-80 hours of initial training, shadowing, and hands-on learning at the start of the position.
- Flexibility and creativity in your role to support families in ways that are meaningful to them, not prescriptive.
- Diversity in your day-to-day activities and tasks, and some flexibility with your schedule each week.
- Collaborating and navigating diverse systems and resources (ie. safety, housing, clinics/hospitals, mental/emotional health, family supports, finances, education, employment, legal support, law enforcement, county assistance, etc.)
- Satisfaction that you are supporting positive change in people's lives and helping the movement to end domestic violence.
- Organizational structure that models Latin@ Leadership and opportunities to grow in leadership skills.
- Bilingual work environment.
- Your opinion to be valued and considered when making local and national organizational decisions.
- Generous Personal Time Off and encouragement to maintain your wellbeing and network of support.

## **Qualifications**

### **Skills and Abilities**

- Demonstrates success in implementing tasks with compassion, patience, resourcefulness, self-awareness, reliability, creativity, motivation, and from a strengths-based perspective with limited supervision.
- Strong written, verbal and interpersonal skills in Spanish and English required.
- Knowledge of the Latina community. Bi-cultural experience preferred.
- Ability to manage and prioritize multiple phone calls and in-person requests at one time.
- Ability to listen, intervene/de-escalate, and resolve conflicts effectively and independently.
- Ability to manage multiple priorities to ensure deadlines are met.
- Ability to lift and carry up to 35 pounds.
- Knowledge of and ability to use computers/technical resources to effectively accomplish work.
- Flexibility with work schedule and other jobs/academics/responsibilities.
- Reliable transportation to and from Refugio (confidential location).

### **Teamwork Environment**

- Contribute to an effective work team and smooth functioning of the Refugio. Participate in ensuring team focus on the agency mission and forwarding the agency strategy of influencing change in the domestic violence field.
- Promote cooperative efforts in effective communication, meeting challenges and decision-making.
- Assist coworkers in remaining outcomes- and mission-focused.
- Assist in training volunteers and new staff as needed.
- Contribute to sustaining a positive work environment that embodies Latino cultural strengths, interdependence and communalism.

## **Working Conditions**

Casa de Esperanza strives for a fully inclusive work environment and does not discriminate on the basis of race, creed, color, sex, national origin, ancestry, religion, age, disability, sexual orientation, or marital status.

## **Pay Rate**

Pay ranges from \$16.35-\$19.50/hour and will be determined based on previous experience and applicable skills.

The above statements are not intended to encompass all functions and qualifications of this position; rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description.

## **To Apply**

Send your resume and cover letter to Isaac Hitz Graff at [ihitzgraff@casadeesperanza.org](mailto:ihitzgraff@casadeesperanza.org)