

Hispanic Services Volunteer Advocate

POSITION SUMMARY

Provide support, information, assistance, and advocacy to clients who are Spanish-speaking.

QUALIFICATIONS

- Fluent in English and Spanish
- Possess a passion for strengthening community, providing quality services to those in need, and empowering oneself and others
- Possess active listening and good communication skills
- Able to exercise patience, understanding and compassion
- Able to work in a high stress environment with a diverse population
- Sensitive to and respectful of people's differences related to culture, age, sexual orientation and gender identification, ability, and personal experience
- Able to handle confidential information with integrity
- Able to learn about and develop a comprehensive understanding of oppression, domestic violence and sexual assault, and related issues
- Able to attend 40 hours of training and an informal interview, complete application materials, and pass a criminal background check
- Be 18 years old or older
- Not a mandatory reporter

ESSENTIAL FUNCTIONS

- Provide advocacy to Spanish-speaking survivors of domestic violence, sexual assault, and/or stalking
- Assist the Hispanic Services Coordinator with special projects
- Translate paperwork
- Attend court hearings with survivors
- Conduct individualized safety planning with clients
- Respond to clients in a supportive manner by using active listening skills and maintaining a non-judgmental attitude
- Provide peer support, information, referral, and advocacy to clients using the empowerment model
- Provide crisis intervention counseling in person
- Maintain accurate records, including logging phone calls and intake forms
- Contribute to cleanliness, orderliness, and upkeep of work area
- Maintain confidentiality of client information
- Maintain a positive, professional demeanor
- Adhere to procedures and protocol as outlined in training and the Volunteer Manual
- Arrive on time for scheduled shifts and provide notice if unable to attend a scheduled shift
- Do your best to attend scheduled in-service meetings and special volunteer events
- Notify the Volunteer Coordinator if you need to take a leave of absence or if you choose to end your volunteer experience

SPECIFIC FUNCTIONS

- Reports to Volunteer Coordinator