



Hispanic Services Coordinator

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees so classified.

POSITION SUMMARY: provide support and advocacy to Hispanic victims of domestic violence.

QUALIFICATIONS:

- Bachelor's degree in Psychology, Women's Studies or related field, or two years' relevant experience required
- One year working in direct social services, preferably in a crisis oriented or residential setting.
- Bilingual, bicultural Spanish-English required.
- If you are required to drive a Community Works vehicle for your position: you must have a good driving record and a valid driver's license.
- If you are required to drive your personal vehicle for agency business more than 3 times an average month for your position: you must have a good driving record, a valid driver's license, and personal auto insurance with required personal liability minimum as mandated by Community Works insurance carrier. (Current personal liability amounts for Bodily Injury are \$100,000 each person, \$300,000 each occurrence).
- Must successfully pass a Background and Abuse Check.

SKILLS AND ABILITIES:

- Ability to handle confidential information concerning the Agency, clients, and program organizational plans, policies, and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
- Must be culturally competent and sensitive.
- A commitment to empowering others to solve their own problems.
- Values a nurturing family as the ideal environment.
- Conviction about the capacity for people to change and grow.
- Ability to establish a respectful relationship with clients to help them gain skills and confidence.
- Ability to work collaboratively with other personnel or professionals.
- Capacity to maintain a helping role and to intervene appropriately to meet service goals.
- Ability to set and maintain limits.
- Good communication skills.
- Ability to work as part of a multidisciplinary team and to communicate effectively with law enforcement, medical and social service personnel.
- Extensive knowledge of the cycle of domestic violence; its dynamics and impacts.
- Ability and willingness to interact positively with the public, both in person and on the telephone.
- Understanding of oppression, sexual assault and related issues.
- Knowledgeable about Hispanic communities in Jackson County.
- Ability to handle confidential information with integrity.
- Self-starter, able to work with minimal supervision.
- Ability to maintain punctual, consistent attendance.
- Ability to organize and prioritize workload.
- Able to deal effectively with crisis situations.
- Exercise patience, understanding and compassion in dealing with clients, co-workers and community members.
- Knowledgeable about the legal and civil rights relevant to serving victims of domestic violence.
- Knowledgeable about the social and cultural characteristics of the service population.

ESSENTIAL FUNCTIONS: (The essential functions below include tasks that are integral to job performance and fundamental to accomplishing the job.)

- Promote the Agency in a positive manner to fellow employees, to our volunteers, and to people in the community.
- Maintain confidential information concerning the Agency, clients, and program organizational plans, policies and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
- Encourage teamwork through modeling and cooperative interaction with colleagues, volunteers, community partners, and community members.
- Maintain a positive, professional demeanor.
- Provide peer support, information, referral and advocacy to Hispanic and Spanish-speaking victims of domestic violence.
- Provide crisis intervention and victim advocacy in person and on the phone.
- Provide information on Dunn House/Outreach services and safety plan options to Hispanic and Spanish-speaking victims of domestic violence in the community.
- Provide ongoing support and resource information to Hispanic and Spanish-speaking victims of domestic violence and assist in the development and implementation of safety plans.
- Provide advocacy on local, regional and international levels-working with law enforcement, immigration officials and consulates.
- Facilitate educational support group(s) for survivors of domestic violence.
- Position may require transportation of clients.
- Development of coordinated community services specifically addressing the needs of Hispanic victims of domestic violence.
- Organize community partner trainings to address specific needs of Hispanic victims.
- Provide assistance to other program and agency staff in working with Spanish-speaking clients.
- Act as a liaison and educational resource regarding domestic violence issues to the Hispanic community and other local agencies serving this population.
- Be an active member on the Jackson County Council Against Domestic and Sexual Violence and selected subcommittees as needed or appropriate.
- Attend monthly Hispanic Interagency Committee.
- Assist with public awareness activities aimed at raising awareness regarding domestic violence issues in the Hispanic community.
- Recruit, train and supervise bilingual/bicultural volunteers.
- Attend Victim Services monthly in-service meetings.
- Attend Dunn House Outreach weekly team meetings.
- Collect monthly statistics and assist with written progress reports.
- Translate materials from English to Spanish.

Position Name: Hispanic Services Coordinator

Department: Outreach, Victim Services

Supervisor: Program Manager

Revision Date:

FTE: 1.0 Exempt Non-Exempt

Position #:

Position Open: Until Filled

Send your cover letter and resume to be considered for this position.

Please include the position name and position number
in the subject line of your email and in your cover letter.

For open positions, check our website at www.community-works.org

Community Works is an Equal Opportunity Employer