

## Job Description: Family Advocate



**Status:** Full-time, non-exempt

**Salary:** \$19.50/hour

**Location:** Twin Cities, MN

**Reports to:** Refugio Manager

### Position overview

Family Advocates assist women and children who are survivors of domestic violence to develop, pursue and achieve their goals to live free of violence while promoting Esperanza United's mission.

- Primarily working Monday-Friday 3:30pm-11:30pm, with occasional day hours/weekends on special projects.
- Support the Refugio when requested by covering different shifts.

### About us

Esperanza United mobilizes Latinas and Latin@ communities to end gender-based violence. Formerly Casa de Esperanza, Esperanza United was founded in 1982 by a small group of persevering Latinas as an emergency shelter in St. Paul, Minnesota. We continue to ground our work in community strengths and wisdom, as we serve Latin@s locally and nationwide.

### Core responsibilities

- Safety, support, and response (75%)
  - › Assist survivors of domestic violence and children to identify goals and methods to achieve them. Provide supportive listening. Assist family members to develop and reinforce safety plans.
  - › Provide information about and help survivors access relevant resources such as orders for protection, public benefits, medical care, housing assistance, legal protections, etc.
  - › Prepare for, provide transportation, and accompany participants to appointments and court appearances, as needed.
  - › Support survivors with immigration relief measures, especially related to domestic violence.
  - › Intervene on behalf of survivors/families in crisis situations with police, medical professionals, employers, creditors, social service caseworkers, attorneys, etc. when necessary.

- › Provide supportive listening to survivors and crisis callers. Assist survivors to identify goals and methods to achieve them.
- › 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.
- › Maintain knowledge of current resources. Help maintain relationships with other organizations, as well as identify new relationships, to maximize benefits and services available.
- › Keep up to date with organizations to maximize benefits and services available for survivors of domestic violence.
- Planning, administrative and intervention (25%)
  - › Provide clear and timely data entry and work documentation for reporting purposes.
  - › Contribute to analysis of the Family Advocacy program, the organization as a whole, and of community trends.
  - › Participate in in-service and other job-related training.
  - › Provide training or information about domestic violence and Latino realities to organizations and community partners working primary in the City of Minneapolis.
  - › Perform a variety of administrative duties as needed

## **Qualifications**

- Education and experience
  - › High school diploma, or GED, and two years experience in an intervention setting, or
  - › A combination of equivalent experience and education.
- Skills and abilities
  - › Strong written, verbal and interpersonal skills in Spanish and English required.
  - › Knowledge of the Latina community in Minneapolis area, Bi-cultural experience preferred.
  - › Knowledge of domestic violence issues preferred.
  - › Ability to listen, intervene/de-escalate, and resolve conflicts effectively and independently.
  - › Ability to manage multiple priorities to ensure deadlines are met.
  - › Knowledge of and ability to use computers/technical resources to effectively accomplish work.
  - › Flexibility with work schedule and other jobs/academics/responsibilities.
  - › Ability to provide transportation for participants and travel to various locations for meetings or events and must have valid driver's license and adequate auto insurance.
- Teamwork environment

- › Contribute to an effective work team. 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 in training volunteers and new staff as needed.
- › Assist coworkers in remaining outcomes- and mission-focused.
- › Contribute to sustaining a positive work environment that embodies Latin@ cultural strengths, interdependence and communalism.

### **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.
- Satisfaction that you are supporting positive change in people’s lives and helping the movement to end domestic violence.
- 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.

### **Work environment**

Esperanza United strives for diverse, equitable, and inclusive work environment and does not discriminate on the basis of race, color, religion, creed, national origin, sex, age, (dis) ability, marital status, sexual orientation, gender identity, language, place of residence, political affiliation, veteran status, status regard to public assistance, or any other class protected by local, state, or federal law.

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 cover letter and resume to [humanresources@esperanzaunited.org](mailto:humanresources@esperanzaunited.org) with the subject header, “Your Name Application – Family Advocate”