



Job Description: **Family advocate- In house**

Status: Full-time, non-exempt

Salary: \$21 per hour

Supervised by: Refugio manager

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

- Primarily working M-F 8am-4pm with occasional day hours/weekends on special projects.
- Occasionally support with Refugio coverage when needed.

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%)

- Provide supportive listening to Refugio residents 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 residents resolve conflicts when necessary.
- Interact individually with residents regularly and contribute to organizing activities for residents.
- Prepare for, provide transportation to, 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.

Administration and intervention

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

- Demonstrated success in implementing tasks with compassion, patience, resourcefulness, self-awareness, reliability, and from a strengths-based perspective with limited supervision.
- Strong written, verbal, and interpersonal skills in Spanish and English required.
- Knowledge of the Latin@ community, 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.
- Ability to manage and prioritize multiple phone calls and in-person requests at one time.

- 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).
- Ability to lift and carry up to 35 pound.

Teamwork environment

- Contribute to an effective work team. Participate in ensuring team focus on the 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.

Working environment

Esperanza United strives for a 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 resume and cover letter to humanresources@esperanzaunited.org