

HOPE HOUSE OF SOUTH CENTRAL WISCONSIN, INC.
Job Description

POSITION: **Bilingual Advocate**

REPORTS TO: **Director of Victim Services**

POSITION SUMMARY:

The Bilingual Advocate is responsible for providing consecutive and/or simultaneous language interpretation for limited English proficient (LEP) victims/survivors and their families whose primary language is Spanish. Provides sight-translation of Hope House materials and resources. The Bilingual Advocate provides immediate crisis intervention services to respond to the health and safety of clients; supportive counseling to improve clients coping skills, overall functioning, and ability to make decisions during stressful times; and provides other emergency services that are intended to restore the client's sense of dignity and self-esteem. Clients include primary and secondary victims/survivors of domestic/dating violence, stalking, sexual assault, human trafficking, child abuse/neglect and elder abuse.

RESPONSIBILITIES:

Client Services

- Provide telephone and in-person services for Spanish-speaking victims from Sauk, Columbia, Adams, Juneau and Marquette counties.
- Provide interpretation and translation to ensure Spanish-speaking victims receive the same level of service and support.
- Provide support, encouragement, resources and advocacy to help victims to identify and achieve their personal goals.
- Empower Spanish-speaking victims with all options and accurate information regarding involvement with law enforcement, the criminal justice system, Crime Victim's Compensation and SAFE funds, restraining orders, forensic medical exams, and other healing related resources and information following a sexual assault.
- Provide crisis intervention/crisis response services including assessing safety and risk factors. Facilitate access to emergency care and support services.
- Make appropriate referrals for community based services (i.e. law enforcement, SANE, physical and mental health services, crime victim's compensation, public health, victim witness, schools, social services, etc.)
- Facilitate support group, in Spanish, for Spanish speaking victims.
- Provide follow-up services for victims.

Systems Advocacy/Outreach

- Identify and create community partnerships/alliances with individuals, agencies and organizations that may have contact with Spanish speaking victims/survivors.
- Actively participate in Coordinated Community Response Teams, Community Networking Group, I-Teams and other on-going formal networks of local stakeholders to ensure communication and collaboration between Hope House and other systems.
- Develop and implement outreach strategies tailored to Spanish speaking communities to inform victims of available services and how to access them, and to educate the community regarding domestic and sexual violence.

On Call Rotation

- Respond to requests from hospitals, health care providers, law enforcement and human services departments to provide direct client services for victims/survivors. Provide accompaniment for victims/survivors as requested.
- Respond to law enforcement requests for advocacy services including victim interviews, Lethality Assessment Protocols, and faxed/email referrals.
- Provide emergency transportation to clients entering shelter when safe to do so and no other option is available.
- Provide shelter shift coverage on-site in the event the staff regularly scheduled is not able to work.

QUALIFICATIONS:

Education/Experience:

- Bilingual (English/Spanish) Required
- Minimum of Bachelor's Degree in Criminal Justice, Women's Studies or related field.
- Two years of experience providing advocacy to victims of domestic/sexual abuse or other crimes.
- Experience working with diverse populations.
- Ability to maintain high level of confidentiality is essential.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to stand, sit, talk, hear, walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee is occasionally required to smell.
- The employee must occasionally lift and/or move up to 50 lbs.
- Specific vision abilities required by this job include close vision, color vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK CONDITIONS:

The work conditions for this job description are:

- This position is based at the Resource Center in Baraboo. Travel throughout the 5 county service area and Dane county is required occasionally.
- Access to reliable transportation and travel are required to perform essential duties. Must maintain valid Wisconsin driver's license. Obtains and maintains the required motor vehicle liability insurance requirements and an acceptable motor vehicle record.
- Must pass criminal background check.
- Flexible work hours are required to accommodate for after-hours/weekend on call response, client services, meetings and community events.

This information indicates the general nature of work and level of responsibility for this position. It is not intended to be a comprehensive list of duties and responsibilities. Hope House strives for a fully inclusive work environment and does not discriminate on the basis of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, familial or marital status, and/or with regard to public assistance or any other characteristic. Hope House is an Equal Opportunity Employer.