



Job: Latinx Services Manager

Reports to: Director of Domestic Violence Crisis Services

Classification: Full-time, exempt from FLSA; Participation in 24-hour hotline rotation as primary and/or back-up staff as assigned; other occasional evening and weekend hours may be required.

Position Summary: The Latinx Services Manager manages services for Spanish-speaking and immigrant victims of domestic violence and conducts community outreach geared toward the limited English proficient (LEP) survivors in Orange County. This position requires a fluent bilingual (Spanish/English) individual. Flexible hybrid work from home (1-2 days) and in-office in Chapel Hill (3-4 days) is required for this position.

Benefits: 100% paid health, vision and dental insurance (no employee contribution required). 5 weeks paid time off, additional paid day off each month, 14 paid holidays per year. Paid parental leave, paid safe leave (domestic violence/sexual assault/stalking) and short-term disability benefits. Option to participate in 403(b) Retirement Savings Plan and pre-tax Flexible Spending Account (FSA).

Salary: \$43,000 + additional pay for overnight/weekend hotline rotation (apprx \$2,000-\$3,500 annually)

Anticipated Start: mid-late July/early August 2024

Essential Job Duties and Responsibilities

Client Services

- Provide direct domestic violence crisis services to both English- and Spanish-speaking survivors and coordinate services for other populations with limited English proficiency.
- Provide daytime and overnight coverage for the domestic violence crisis line on rotation as assigned.
- Arrange for interpretation services for court advocacy and provide accompaniment in civil and criminal court for clients with limited English proficiency when necessary.
- Coordinate, plan, and implement a support group program for Spanish-speaking clients; facilitate occasionally and train bilingual support group facilitator volunteers/contractors as needed
- Ensure that agency materials are linguistically and culturally sensitive and relevant.

Volunteer & Staff Management

- Recruit, train and supervise Spanish-speaking interpreters and translators.
- Assist in recruiting and training hotline advocates, including bilingual advocates, biannually.
- Train and supervise part-time/contract Spanish-speaking support group facilitators and interns as needed.

Outreach

- Assist with community outreach efforts and professional training throughout Orange County to audiences who are, or who work with, victims/survivors with limited English proficiency.
- Contribute to coordinated community response efforts for LEP and immigrant victims/survivors.

Administration

- Responsible for the preparation of report(s) as required by supervisor and/or Executive Director.
- Timely and consistent attendance at staff and program meetings.
- Maintain proper documentation of all client contacts and participate in program evaluation.
- Responsible for participating in the on-going maintenance of a clean, organized and welcoming facility.
- Other activities as assigned by supervisor.

Qualifications

Required:

- Fluency in spoken and written English and Spanish
- 1-2 years of experience providing services to victims of interpersonal violence and/or underserved populations
- Working knowledge of unique barriers faced by immigrants and impact on reaching out for support and connecting with community resources
- Familiarity and/or previous experience with support group facilitation
- Empathic communication skills that can be adapted for survivors with various needs
- Cultural sensitivity and ability to work with diverse groups

Preferred:

- Prior experience managing volunteers/interns/part-time staff
- Bachelor's degree preferred though equivalent experience providing direct services in a social service agency or a related field will be considered.
- Possess a valid driver's license, automobile insurance, and reliable vehicle.

We actively encourage diverse candidates to apply, especially those who are Black and/or Indigenous People of Color, Women and gender minorities, people with lived experience of domestic violence and/or housing instability and people with disabilities and/or neurodivergence. Compass Center provides equal employment opportunities to all employees and applicants for employment without regard to race, ethnicity, color, religion, age, gender identity or expression, sexual orientation, disability, appearance, class, body size, partnership status, parenting and/or pregnancy status, genetic information, national origin, or veteran status.

To apply: send a cover letter, resume and three professional references to employment@compassctr.org and include the job title in the subject line. No phone calls please.