

## **POSITIONS AVAILABLE**

### **Bilingual (Spanish/English) Counselor/Advocate**

#### **605 Building**

7/22/08

**Summary:** Provides counseling, advocacy, and support services to clients; provides outreach services to domestic violence victims in the Spanish-speaking community; and develops knowledge of networks offering support to Spanish-speaking clients. Promotes self-reliance through an empathic and caring atmosphere.

**Hours are:**

16 – 20 hours per week

**Qualifications:**

1. Bilingual – Must be able to speak and write Spanish and English fluently with bicultural preferred.
2. Education – Prefer a minimum of a Bachelor's degree in Social Services, Psychology or related field.
3. Experience – Prefer experience in domestic violence services, community organization, social services, or advocacy.
4. Training – Prefer training in domestic violence.

SEE ATTACHED JOB DESCRIPTION

## **Family Shelter Service Position Description**

**Position:** Part-Time Bilingual Counselor/Advocate (Spanish/English)

**Summary:** Provides counseling, advocacy, and support services to clients; provides outreach services to domestic violence victims in the Spanish-speaking community; and develops knowledge of networks offering support to Spanish-speaking clients. Promotes self-reliance through an empathic and caring atmosphere.

### **Duties & Responsibilities:**

1. Provides counseling, case management, advocacy, referral and support services to Spanish-Speaking clients. Provides services at different FSS locations as needed.
2. Answers Spanish-language helpline calls. Provides counseling, support, advocacy and referrals to callers as necessary. Monitors and returns messages left in the Spanish language helpline voice-mail account.
3. Provides outreach services to victims of domestic violence in the Spanish-speaking communities of DuPage County.
4. Conducts intake interviews with clients and their families, including pre-group interviews.
5. Facilitates support and educational groups.
6. Assists during and/or coordinates special events for clients.
7. Prepares proper documentation of services for all client files (case notes, intakes, etc.). Completes all necessary paperwork.
8. Participates in training for agencies and community groups.
9. Participates in CCS team meetings, Spanish-Language Services Committee and supervision.
10. Attends FSS and community committees as needed.
11. Remains cognizant of current developments in the field of domestic violence.
12. Performs other duties as reasonably assigned.

### **Relationships:**

1. Supervised by the Spanish Language Services Coordinator.
2. Establishes and maintains working relationships with community referral agencies and legal system personnel with an emphasis on those who serve Spanish-speaking clients.
3. Works with agency staff, interns and volunteers.
4. Collaborates with bilingual staff within agency across programs.
5. Participates in the Spanish Language Services Committee at Family Shelter Service.

### **Qualifications and Characteristics:**

1. Bilingual – Must be able to speak and write Spanish and English fluently with bicultural preferred.

2. Education – Prefer a minimum of a Bachelor’s degree in Social Services, Psychology or related field.
3. Experience – Prefer experience in domestic violence services, community organization, social services, or advocacy.
4. Training – Prefer training in domestic violence.
5. Technical – Excellent verbal and written communications skills in Spanish and in English.
6. Social Skills – Must be able to respond appropriately in varied situations; must be able to function well with minimal supervision.
7. Leadership Skills – Must demonstrate professionalism, flexibility, good judgment, and commitment to teamwork.

**Special Conditions:**

1. Must be bilingual in Spanish/English with bicultural preferred.
2. Must be able to work variable hours, including some evenings
3. Must have own transportation, valid driver’s license, good driving record, and liability insurance.
4. Must be able to operate general office equipment and computer.

**Classification Status:** Non-Exempt