



Position Description

Position Title: Latinx and Immigrant Counselor Advocate	Supervisor: Community Program Director
Department: Community Program	Full- or Part-Time: Full-Time
FLSA Status: Non-exempt	Starting Salary: \$22.50/hour
Position Code:	Revision Date: November 2019

Position Summary

The Latinx and Immigrant Counselor Advocate has primary responsibility for providing crisis intervention, education, and support, using an empowerment model, to Latinx and immigrant survivors who are experiencing or have experienced domestic violence; to serve as a resource for other Safe Passage staff and volunteers on the needs of Latinx and immigrant survivors; and to conduct outreach to Latinx and immigrant communities. While the Latinx and Immigrant Counselor Advocate’s efforts will center on Latinx and immigrant survivors, the Counselor Advocate will work with all Safe Passage clients as a member of Safe Passage’s counseling team.

Essential Functions

Counseling & Advocacy

- Provide crisis intervention and counseling to people who are experiencing or have experienced domestic violence through individual counseling, hotline response, and emergency walk-in intervention, with particular emphasis on Latinx and immigrant survivors.
- Facilitate support groups for Latinx and immigrant survivors, in English and/or Spanish designed to support survivors who are experiencing domestic violence.
- Assess clients’ needs and provide advocacy and referrals on issues related to housing, public assistance, immigration issues, employment, education, children’s issues and others based on individual needs.
- Design and implement culturally appropriate services based on needs of Latinx communities.
- Collaborate with other service providers and agencies serving Latinx survivors to ensure integrated supports for Latinx survivors and their children who are or have experienced domestic violence.
- Provide routine on-call coverage, during the regular workday and nights, weekends, and holidays, in rotation with other direct service staff.

Community Engagement & Outreach

- In strong collaboration with the Latinx-Immigrant Outreach Advocate and the Community Engagement Department, represent Safe Passage at community and tabling events, and conduct outreach and training on domestic violence and issues specific to Latinx and immigrant survivors to Safe Passage staff, volunteers, community partners, and other stakeholders.
- Collaborate with other service providers and agencies to promote the availability and accessibility of integrated support services for Latinx and immigrant survivors.

- Build and maintain relationships with other external stakeholders in accordance with agency outreach plan and strategy.
- Supervise and help to coordinate the work of volunteers, especially in relation to their work with Latinx and immigrant survivors.

Program Administration

- Maintain appropriate files, records and statistics, and submit reports and information as needed for internal and external stakeholders.
- Participate in supervision meetings, counselor meetings, staff meetings, task forces and committees, and collaborations.
- Seek out training professional development opportunities to increase skills and knowledge about current issues.
- Contribute toward program development and budgeting of supplies and other expenses for the counseling and advocate program.

Work Hours

Monday through Friday, 9-5. Occasional evening and/or weekend hours may be required, for example, to attend a community event. This position also participates in on-call rotation for overnight and weekend coverage.

Hiring Requirements

Education: Bachelor’s degree in human services or similar field preferred. Candidates with non-traditional educational pathways and commensurate life/work experience considered.

Years of Experience: One to three years of relevant experience.

Knowledge, Skills & Abilities:

- Ability to establish and maintain productive professional relationships as representative of Safe Passage.
- Ability to support survivors in crisis with empathy while maintaining professional boundaries.
- Demonstrated understanding of domestic violence as well as its effects in the Latinx and Immigrant communities.
- Skills in outreach based in a community organizing framework.
- Ability to advocate effectively on behalf of clients.
- Ability to communicate effectively verbally and in writing in Spanish and English. Bi-multicultural preferred.
- Proficiency in verbal and written communication, collaboration, and organization.

Tools & Technology Requirements: Familiarity with electronic database programs

About Safe Passage

Safe Passage is a nonprofit organization dedicated to addressing the aftermath and prevention of domestic violence. Safe Passage provides services to address survivors’ holistic needs for recovery and physical safety. Services include emergency shelter, trauma-informed counseling and support groups for survivors, families and children, community education, and individual and policy advocacy.

Our Mission

Safe Passage is dedicated to creating a world free of domestic violence and relationship abuse.
 We support survivors and their families.
 We engage our community.
 We advocate for systemic change.

Expectations of all employees

In the performance of essential and general job responsibilities, all Safe Passage employees are expected to:

- Demonstrate commitment to Safe Passage’s mission and principles of diversity and inclusion
- Represent Safe Passage in a professional and competent manner to clients, organizational partners, and other stakeholders.
- Perform quality work within deadlines.
- Work effectively as a team contributor on all assignments while contributing to a positive working environment for staff and volunteers.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Benefits

Safe Passage is a supportive, collaborative workplace that fosters growth in its employees, both personally and professionally. We are advocates for self-care and work-life balance, and our compensation package reflects this. Full-time employees receive 15 days of accrued vacation for the first year, and 20 days in the second year of employment. We additionally provide three personal days, and ample holiday and sick time. Benefits are consistent with Safe Passage’s personnel policies and relevant state and federal laws.

Application Instructions

To apply: Send resume and cover letter with the subject “LICA” to spjobs@safepass.org. Applications will be considered on a rolling basis until position is filled.

For more information about Safe Passage and domestic violence, visit our website at www.safepass.org.

Safe Passage works on a daily basis to earn its position as a justice-centered employer of choice in Western MA. Toward this goal, Safe Passage is an Equal Opportunity Employer with a strong organizational commitment to the achievement of excellence, diversity, and inclusion among staff.

Estimate of Physical, Environmental and Cognitive Requirements				
Physical / Environmental Requirements	Rarely (15%)	Occasional (15% - 40%)	Frequent (40% - 70%)	Continuous (Over 70%)
Lifting under 40 lbs.	X			
Lifting over 40 lbs.	X			
Dusty Environment	X			
Cramped Quarters	X			
Using Oil or Chemicals	X			
Standing	X			
Climbing Ladders	X			
Uneven Surfaces	X			
Exposure to Fumes/ Orders	X			
Exposure to Heat / Cold Temps	X			
Working Inside and Outside	X			
Climbing Stairs	X			
Sedentary Work			X	
Typing / Data Entry/ Computer		X		
Stooping	X			
Driving		X		
Walking	X			
Walk on Wet, Uneven, Slippery Surfaces	X			
Potential Exposure to Infectious Diseases	X			
Protective Equipment Required	X			
Phone Communications	X			
Bending	X			
Twisting Neck	X			
Bending at Waist	X			
Crawling	X			
Working in Confined Space	X			
Simple hand grasping 1 or both hands	X			
Fine manipulation 1 hand	X			
Fine manipulation both hands	X			
Repetitive Movement: Hand, Arms	X			
Reaching below shoulder height	X			
Reaching above shoulder height	X			
Repetitive movement: foot	X			
Kneeling	X			
Hearing				X
Operating Moving Equipment (Fork Lift, Tractors, Movers, etc.)	X			
Reaching/Pulling/Pushing	X			
Acuity, Far – Clarity of vision at 20 feet or more	X			
Acuity, Near – Clarity of vision at 20 inches or less			X	
Depth Perception – Three-dimensional vision. Ability to judge distances and space relationships.	X			

Physical / Environmental Requirements	Rarely (15%)	Occasional (15% - 40%)	Frequent (40% - 70%)	Continuous (Over 70%)
Field of Vision – Area that can be seen up and down or to right or left while fixed on a point.		X		
Accommodation – Adjustment of eye to bring object into sharp focus- Important for near point work.	X			
Color Vision – Ability to identify and distinguish colors.	X			
Cognitive Requirements	Rarely (15%)	Occasional (15% - 40%)	Frequent (40% - 70%)	Continuous (Over 70%)
Communications Oral				X
Communication Written				X
Mechanical Concepts	X			
Interpreting Skills				X
Implementing			x	
Evaluating			X	
Organizing			X	
Consulting			X	
Analyzing			X	
Presenting		X		
Supervising	X			
Ability to Deal With:				
● Stressful situations			x	
● Trauma, grief, death			x	
● Public Contact			x	
Decision Making			x	
Work with Others			x	
Work Alone		x		
Concentration			x	
Comprehend and follow instructions			x	
Relate to Others			x	
Influence Others			x	
Perform complex or varied tasks			x	