

Orange County Rape Crisis Center
Position Description
Latina/o Services Coordinator

The Orange County Rape Crisis Center is a non-profit agency which has been serving the community since 1974. Services are confidential and include: a 24-hour crisis intervention service that provides support and assistance to sexual assault survivors, their families, and friends; information and referrals concerning the law enforcement, medical, and legal processes; support groups and individual counseling for sexual assault and child sexual abuse survivors; personal safety programs in both county schools systems; outreach and awareness programs for local agencies and groups; and efforts to change practices and culture to prevent sexual violence.

The following statements guide the Center's work:

- *Mission statement: The Center's mission is to stop sexual violence and its impact through support, education and advocacy.*
- *Vision statement: Center staff and volunteers envision a just and equitable world free of sexual violence and all other forms of oppression.*
- *Center values include: respect/integrity, expertise and excellence, cultural competency/diversity, accessibility, community and volunteer involvement, and self-care*

The Latino Services Coordinator position is considered full time, exempt in accordance with the Fair Labor Standards Act, and requires regular hours as well as frequent evenings and weekends.

Responsibilities: The Latina/o Services Coordinator is responsible for all aspects of services that the center provides to Spanish Speaking clients. The Latina/o Services Coordinator is expected to model and encourage the Center's values.

Specific Responsibilities Include:

Client Services

- A. Provide direct services to Centers' English and Spanish speaking clients through 24-hour crisis hotline.
- B. Research, develop and update materials and systems to ensure that Spanish speaking Center clients receive bilingual and culturally competent effective response, referrals and information.
- C. Assist in the provision of support groups for Spanish speaking survivors or secondary survivors of sexual violence.
- D. Coordinate 24-hour response for Spanish-speaking survivors of sexual violence by ensuring operation of the crisis hotline and on-call pager system.
- E. Supervise and support Spanish-speaking advocate volunteers, interns and Center staff in the provision of crisis response services to Spanish-speakers.
- F. Produce monthly and annual reports on status of Latina/o services program.

Client/ Volunteer Outreach

- A. Assist with the translation of agency materials on an as needed basis.
- B. Foster relationships with agencies, organizations, faith communities, and businesses serving Latina/os in Orange County.
- C. Coordinate the client outreach multi-disciplinary team focused on services for Spanish speaking clients.
- D. Conduct outreach to Latina/os living and working in Orange County to increase awareness about the services and about the volunteer opportunities offered at the center.
- E. Represent the center on community task forces and events targeting the Latina/o Community in Orange County.
- F. Assist in coordination and presentation of educational programs to Latina/os and Spanish-speakers on behalf of the Center.

Coordination of Center volunteer training program

- A. Work with other staff in recruiting, screening and training Bilingual Volunteer Companions and Spanish-Speaking Advocates to staff 24-hour crisis hotline.
- B. Facilitate portions of volunteer training.
- C. Develop and/or coordinate ongoing and in-service training for volunteers and staff related to needs of Latina/o Survivors of sexual violence.

Work as a team member with other staff and volunteers in order to achieve the mission of the Center, including providing community outreach programs and/or professional trainings when needed.

Complete all relevant trainings and other tasks as required by Client Services Director.

Maintain appropriate standards of confidentiality.

Qualifications Required

1. Bachelor's degree in human services or related field.
2. Bilingual in English and Spanish.
3. Experience working within the Latina/o community.
4. Demonstrated effectiveness in communicating ideas clearly, both verbally and in writing.
5. Experience providing assistance to survivors of sexual violence.
6. Crisis intervention experience.
7. Demonstration of cultural awareness, sensitivity, and competency.
8. Experience working with people from diverse backgrounds.

Qualifications Preferred

1. Experience training or supervising volunteers or employees.
2. Familiarity with community resources available for survivors of sexual violence.
3. Experience working with teams and building coalitions around issues, with knowledge of empowerment- or strengths-based practice.
4. Graduate degree or two years experience in human services or related area.

Updated 6/10/2009

Reports To: Client Services Director

Starting Salary Range: \$28,000-33,000 depending on education and experience.

Benefits: Health, life and dental insurance; retirement investment plan; generous leave package.

Because the Orange County Rape Crisis Center values diversity, we welcome and encourage applicants from diverse racial groups, including but not limited to African-American, Latina(o), American Indian, and Asian, and/or sexual orientations and gender identities (LGBTQ), as well as people from different national origins, religions, ages, and disability status.