



Position Title: Primary Advocate – Bilingual Spanish-English
Reports To: Shelter Coordinator
Department: Programs and Services – Shelter
Status: NON-EXEMPT - HOURLY
Schedule: 40 hours per week, schedule to be determined with at least one weekend day.
Salary Range: \$17.50 - \$18.36 per hour, depending on experience; additional \$.50 per hour offered if bilingual in English and Spanish (*required for this position*). Raphael House is also temporarily offering a COVID-19 related pay differential of \$2 per hour for shelter shifts.
Benefits: Raphael House offers a full range of benefits including generous time off, medical and dental insurance, Simple IRA match, and professional development opportunities.

Application Deadline: Open until filled

Cover letter, resume, and completed Raphael House employment application form must all be received in order to be considered. If any of the three application materials are missing or incomplete, your submission will not be considered.

For more than 40 years Raphael House of Portland has helped domestic violence survivors find safety, hope, and independence. We proudly provide family-centered, culturally responsive, and gender-inclusive services. Our confidential emergency shelter serves individuals and families fleeing intimate partner violence, and is open and staffed year-round, 24 hours a day. Of our eleven rooms, nine are for families and more than half of our residents are children. In addition to immediate safety and basic



needs, survivors have access to ongoing programs and case management designed to help them achieve permanent housing, employment, and stability. We also work to break the cycle of violence via prevention education and have been providing training in local schools and throughout the community for more than a decade.

Position Summary:

Under the supervision of the Shelter Coordinator, this position addresses the needs of domestic violence survivors in an emergency shelter setting using trauma-informed best practices.

Essential Duties and Responsibilities:

- Provides case management and support to shelter residents.
- Completes intake, strengths/needs assessment, and service plan, and identifies short- and long-term goals with survivor participants.
- Addresses participant needs daily including information, referrals, community advocacy, emotional support, and safety planning.
- Helps build a strong shelter community by being present and available, and facilitating groups and house meetings.
- Collaborates with the Youth and Family Program to address needs of children, parents, and families.
- Provides support for shelter participants at community and court appointments, as necessary.
- Interfaces as necessary with community partner agencies to provide co-advocacy, warm hand-offs, and supportive services.
- Attends and actively participates in regular meetings with other staff members and community partners.
- Transports participants and/or their belongings, as needed and appropriate. *Due to COVID-19, and to maintain social distancing, Raphael House staff are not currently driving shelter residents.*
- Maintains records and data collection for federal, state, and other funding sources. Routinely completes reports, as assigned.
- Provides 24-hour backup via cell phone on a rotating basis.



- Participates in coverage of our 24-hour hotline and our shelter access phone, which allows for entrance and exit to our secure facility.
- Provides English-to-Spanish and Spanish-to-English translation and interpretation of Raphael House communications and materials, as needed.

Secondary Duties:

- May be occasionally asked to participate in activities outside typical work hours.
- Other duties as assigned.

Supervisory Responsibilities: N/A

Competencies Required:

- Passion for Raphael House of Portland's mission and values. A shared commitment to social change, equity, inclusion, and building a future free from violence and oppression.
- Understanding of or commitment to learning about oppression and gendered violence and the impacts of trauma – specifically domestic and sexual violence – including root causes and the intersection of systemic injustices based on race, gender identity, sexual orientation, and ability.
- Proven ability to relate effectively and respectfully with people from diverse backgrounds and of all ages; to promote a culturally diverse, inclusive, and anti-racist environment; and to imbed equitable and trauma-informed practices in all aspects of one's role.
- Interest in working with, supporting, and advocating for adults and children who are survivors of domestic violence and have experienced trauma.
- Ability to be self-directed as well as work collaboratively on a team, and to act as a supportive team lead when appropriate.
- Excellent interpersonal, verbal and written communication, and organizational skills.
- Ability to use mature judgement in decision-making or conflict resolution with adult and children and in dealing with uncomfortable situations and conversations.



- Ability to maintain a calm and positive demeanor under stress, while resolving conflicts, and in our community living environment.

Qualifications:

- Completion of 40-hour domestic and sexual violence advocacy training within the past five years, equivalent to be approved by the Shelter and Housing Services Manager, OR expectation that a provided training will be completed within first six months of employment (provided internally).
- At least 2 years of experience working with domestic violence survivors or youth and families OR equivalent work or lived experience.
- Ability to fluently read, write, speak, and understand both Spanish and English. *Additional \$.50 per hour offered for bilingual English-Spanish speakers.* Bicultural highly preferred.
- Lived experience as a survivor of domestic violence highly valued.
- Previous work in a shelter setting highly preferred.
- Prior completion of Assertive Engagement and PBIS (Positive Behavioral Interventions and Supports) training, OR expectation that training will be completed after employment(provided internally).
- Ability to use Microsoft Office Suite, the internet, and to learn new technology as needed.
- Current valid driver's license and safe driving record. Willingness to operate agency vehicles, as needed, and ability to commute throughout the Portland metro area and beyond to fulfill job responsibilities.
- Ability to lift up to 40 pounds consistently and be active with young children.

Work Environment:

This position will work in a traditional, but fast-paced setting. Candidate must be able to work on-site and while wearing a face covering whenever in community spaces or around others; be able to work under deadlines and stress-inducing conditions; be able to move throughout our building, partner agency locations,



and other sites; lift up to 40 pounds consistently; be active with young children; and operate a vehicle, as needed. A domestic violence agency environment can potentially shift from stable to highly-charged and all employees must remain flexible, calm, and creative.

To apply:

Please email cover letter, resume, and completed employment application (found on our website at the link below) to Bethany Katter, Shelter Coordinator, at BKatter@raphaelhouse.com or mail to 4110 SE Hawthorne Blvd. #503 Portland, OR 97214. **This position is open until filled.** *No phone calls, please.*

Download our employment application form on our website at <https://raphaelhouse.com/employment-opportunities/>.

Cover letter, resume, and completed Raphael House employment application form must all be received in order to be considered. If any of the three application materials are missing or incomplete, your submission will not be considered.

Safety:

During this pandemic, we are taking every precaution to protect the health of our staff and survivors in our programs, utilizing the most up-to-date recommendations from experts and carefully adhering to Governor Brown's Executive Orders. [Visit our website](#) to learn about the active safety measures we have employed, and how our services and staffing have been adjusted in response to COVID-19.

Raphael House of Portland is an Equal Opportunity Employer

