



Position Title: Family Services Advocate – Bilingual Spanish/English

Reports To: Advocacy Center Coordinator

Department: Programs and Services – Advocacy Center

Status: NON-EXEMPT – HOURLY

Schedule: 40 hours per week; Monday - Friday, including occasional evenings and weekends. Specific schedule, including balance of on-site and remote work, has some flexibility but is dependent on departmental needs and will be agreed upon with your supervisor. Majority of hours will be onsite at Raphael House.

We are taking every precaution to protect the health of our staff and survivors in our programs! Please read more about our COVID-19 safety measures and changes below [and on our website](#).

Salary Range: \$19.50 - \$20.06 per hour, depending on experience; additional \$.50 per hour offered if bilingual in English and Spanish (*required for this position*).

Benefits: Raphael House offers a full range of benefits including 100% employer-paid health, dental, vision, long-term disability, and life insurance; generous time off (with first year accrual totaling up to 27 days); retirement plan contribution match of 3%; an Employee Assistance Program with robust supportive resources; paid volunteer hours; and extensive professional development opportunities.



Application Deadline: Open until filled.

Applications will be reviewed and interviews scheduled as submissions are received. Early application is encouraged. *Cover letter, resume, and completed Raphael House employment application form must all be received in order to be considered.*

There is no such thing as the perfect candidate, so please apply even if you don't meet all the requirements. Just use your application materials to share what excites you about the role and what transferrable skills, experiences, and qualities you bring to the table!

About Raphael House

For more than 40 years, Raphael House of Portland has helped survivors of domestic violence and their families find the safety, hope, and independence they deserve. We proudly provide family-centered, culturally responsive, and gender-inclusive services to a diverse community of more than 800 survivors annually. Our confidential emergency shelter is open and staffed year-round, 24 hours a day and our myriad wraparound programs continue supporting families every step of the way as they go on to build safe futures free from abuse. Through our onsite Advocacy Center, Raphael House offers individualized assistance, support groups, food and emergency resources, youth programming, counseling, and wellness activities to a large community of survivors. We couple these direct services with a Prevention Education program that teaches thousands of teens each year about equitable relationships and consent—with the goal of stopping domestic violence before it starts.

You'll love working with us because:

- Our employees have voted Raphael House one of the 100 Best Nonprofits to Work for in Oregon for 6 years in a row!
- [Diversity, equity, inclusion, and accessibility are a priority here.](#) We're committed to the ongoing work of sustaining an environment where everyone at Raphael House – staff, volunteers, and survivors – feels safe, empowered, and can thrive.



- We are always learning and changing. Your ideas on how to make Raphael House a better place for survivors and staff really matter. Plus, we offer lots of ongoing training opportunities and each employee has an annual training stipend. *Last year our team completed over 660 hours of training!*
- We value self-care and taking breaks. In addition to generous paid time-off, we have a Wellness Committee dedicated to supporting staff, a meditation and gentle movement group for staff (paid time), and so much more.
- We are a family- and community-centered organization and prioritize supporting staff with work life balance. We also have a culture of gratitude, where your hard work is appreciated!
- You receive gift cards to celebrate both your birthday and work anniversary each year.
- You get to take part in life-changing and life-saving work and help create a world without violence!

Position Summary:

Under the supervision of the Advocacy Center Coordinator, provides and coordinates youth and family focused programming, advocacy, and follow-up case-management to domestic violence survivors using trauma-informed best practices. Supports individuals and families already involved with our [Advocacy Center programming](#), in addition to engaging survivors as they transition out of our emergency shelter.

Essential responsibilities:

- Provides limited, family-focused case management and support to Advocacy Center participants based on their individual needs through virtual meetings, home visits, and onsite appointments.
- Supports participant needs including information, referrals, community advocacy, emotional support, safety planning and assessment, support at community appointments and in court, and connecting families to emergency safety resources.
- Provides youth and family focused follow-up advocacy, systems navigation, and support to survivors as needed.



- Identifies and supports participant needs related to securing and maintaining housing stability, including connecting families with available emergency rental assistance funds.
- Collaboratively plans, outreaches about, and facilitates youth and family-centered activities and Advocacy Center programming and nurtures a strong community virtually and in-person as COVID-19 safety precautions allow.
- Supports the continued agency-wide implementation of Positive Behavioral Interventions and Supports (PBIS) and Assertive Engagement strategies.
- Keeps current with best practice related to working with youth and trauma survivors, and collaborates with the wider Youth and Family Advocate team to maintain consistent agency practice.
- Maintains timely and accurate confidential records and data collection for federal, state, and other funding sources. Completes routine reports as assigned.
- Interfaces as needed 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.
- Occasionally participates in activities outside typical work hours.
- Other duties as assigned.

Supervisory Responsibilities: None

What we ask of all candidates:

- A passion for Raphael House of Portland’s mission and values. You want to build a future free from violence and oppression!
- An understanding of - or desire to learn more about - the root causes of domestic and sexual violence, and how injustices intersect based on race, gender identity, sexual orientation, and ability.
- The desire and ability to promote an anti-racist, inclusive, and culturally diverse and responsive environment.
- The ability to relate respectfully with people of diverse backgrounds and ages, and to utilize equitable and trauma-informed practices.



- Excellent and respectful interpersonal, verbal, and written communication and organizational skills with a good sense of humor!
- Interest in working with, supporting, and advocating for adults and children of diverse backgrounds who are survivors of domestic violence and have experienced trauma.
- Ability to maintain the confidentiality of our location and survivors.
- Ability to stay calm during crisis and maintain a positive demeanor under stress.
- Ability to use mature judgement in decision-making or conflict resolution with adults and children.
- Flexible and able to prioritize multiple tasks and deadlines.
- Ability to work independently and collaboratively with others, including with team members, staff, volunteers, and community partners.

Qualifications:

- Bilingual in English/Spanish required. Bicultural preferred. *Additional \$.50 per hour offered for bilingual English-Spanish speakers.*
- Two years of experience working with domestic violence survivors OR equivalent work or lived experience preferred.
- Lived experience as a survivor of interpersonal violence and/or trafficking highly valued.
- Knowledge about domestic and sexual violence, including impacts of trauma.
- Knowledge of child development, positive parenting strategies, supporting family attachment, and facilitating age-appropriate activities.
- Experience dealing with uncomfortable situations and/or conversations.
- Proficient with Microsoft Office Suite (specifically Word, Excel, and Outlook) and ability to learn new technology as needed.
- Completion of 40-hour domestic and sexual violence advocacy training, or equivalent to be approved by the Executive Director OR expectation that training will be completed within first six months of employment (provided internally).



- 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 read, write, and understand English.
- Current valid ID (driver's license, state ID, or passport) 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.
- Occasionally available on evenings and weekends.

Work Environment:

This position will work in a traditional but fast-paced setting. Candidate must be able to lift 40 pounds consistently and be active with young children; and work under deadlines and stress-inducing conditions, while wearing a face covering whenever in community spaces or around others. Must be able to move throughout our building, partner agency locations, and other sites. A domestic violence agency environment can potentially shift from stable to highly-charged and all employees must remain flexible, calm, and creative. Being able to think creatively in order to help children feel safe, have fun, and maintain a safe environment is essential.

To apply:

Please submit a cover letter, resume, and completed Raphael House employment application form (found on our website at the link below) to Courtney Kucera, Advocacy Center Coordinator, at ckucera@raphaelhouse.com or mail to 4110 SE Hawthorne Blvd. #503 Portland, OR 97214. **The position is open until filled.** *No phone calls please, except to request a reasonable accommodation for a disability at (503) 243-5131.*

Download our employment application form from 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

