



Position Title:	Bilingual Survivor and Family Services Advocate
Reports To:	Advocacy Center Coordinator
Department:	Programs and Services- Advocacy Center
Status:	NON-EXEMPT – HOURLY
Schedule:	40 hours per week; Monday – Friday, including flexibility to work evenings and weekends. Specific schedule to be determined with supervisor. Hours to be completed on-site at Raphael House’s confidential location.
Salary Range:	\$25.50 - \$26.90 per hour, depending on experience; (above \$26.06 per hour reserved for those who exceed Qualification criteria for position); additional \$.50 per hour offered if bilingual in English and Spanish. <i>Hiring wage is determined using a standardized process that considers employment and lived experience, applicable knowledge and skills, training, and education. Staff are paid twice monthly.</i>
Benefits:	Raphael House offers a full range of benefits including 100% employer-paid health, dental, vision, long-term disability, and life insurance; FSA (Flexible Spending Account) with \$500 annual Employer contribution; generous time off (with first year accrual totaling up to 30 days); retirement plan contribution match of 3%; an Employee Assistance Program with robust supportive resources; and extensive professional development opportunities.



Position Summary:

Under the supervision of the Advocacy Center Coordinator, this position addresses the needs of domestic violence survivors in our Advocacy Center using trauma-informed best practices. Advocates support survivors who have recently exited our shelter in accessing Advocacy Center resources, and provide follow-up case management to survivors as they transition out of shelter and for those already engaged with our ongoing programming. This role supports with urgent or ongoing housing needs and removing barriers to stable housing.

This position is represented by ILWU Local 5, and we are currently bargaining a first contract.

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 also 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 the transferrable skills, experiences, and qualities you bring to the table!

About Raphael House:

Since 1977, 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 2,000 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. 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 7 times! In 2021 and 2023, we placed in the top 15th amongst medium-sized agencies. We were also named one of the best Green Workplaces in 2019, 2021, and 2024.
- [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.
- We value self-care and taking breaks. In addition to generous paid time-off, we have a Wellness Committee dedicated to supporting staff, 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!

Essential Responsibilities:

- Provide English-to-Spanish and Spanish-to-English translation and interpretation as needed.
- Provide follow-up advocacy, systems navigation, and support to survivors as needed; focus on assisting survivors as they transition out of shelter and those facing housing instability or crises.
- Complete Advocacy Center enrollment/registration and follow-up with a strengths/needs assessment, safety and service plan, and identify short and long-term goals with participants.



- Outreach to current shelter and Advocacy Center participants to generate and sustain involvement in services and activities.
- Provide limited case management and support to Advocacy Center participants based on individual needs through home visits and onsite appointments.
- Address participant needs including information, referrals, community advocacy, emotional support, safety planning and assessment, WISP scholarship sponsorship, and support at community appointments and in court.
- Contribute to the facilitation of Advocacy Center events, one weekly support group, and nurturing a strong Advocacy Center community.
- Support in creating and facilitating programming related to housing and stability.
- Collaborate with the Family Services Advocate and Youth Program team to address family and youth participant needs as necessary.
- Helps build a strong shelter community by being present and available, and facilitating groups and house meetings.
- Interface as necessary with community partner agencies to provide co-advocacy, warm hand-offs, and supportive services.
- Attend and actively participate in regular meetings with other staff members and community partners.
- Transport participants and/or their belongings, as needed and appropriate.
- Maintain timely and accurate confidential records and data collection. Complete routine reports as assigned.
- Other duties as assigned.

Supervisory Responsibilities: N/A

What we ask of all candidates and team members:

- A passion for Raphael House of Portland's mission and values. You want to build a future free from violence and oppression!
- An existing understanding of – and/or a 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.
- Ability to maintain the confidentiality of our location and survivors.
- Interest in working with adults and children who are survivors of domestic violence and have experienced trauma.
- Excellent and respectful interpersonal, verbal, and written communication and organizational skills.
- Flexible and able to prioritize multiple tasks and deadlines.
- Ability to work independently and collaboratively with others.
- Ability to use mature judgement in decision-making or conflict resolution with adults and children and in dealing with uncomfortable situations and conversations.
- Ability to maintain a calm and positive demeanor under stress and in our community living environment.
- Legal authorization to work in the United States.

Qualifications:

- At least 2 years of experience working with youth and families or domestic violence survivors OR equivalent work or lived experience.
- Lived experience as a survivor of interpersonal violence, addiction and/or trafficking highly valued.
- Ability to fluently read, write, speak, and understand Spanish and English. Bicultural preferred. Pay range includes an additional \$.50 per hour offered for bilingual English-Spanish skills, which are required for this role.
- Ability to use Microsoft Office Suite, the internet, and to learn new technology as needed.



- Completion of 40-hour domestic and sexual violence advocacy training within the past five years, equivalent to be approved by the Executive Director, OR expectation that training will be completed within first month 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).
- 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 as needed.
- Occasionally available on evenings and weekends.

Work Environment:

This position will work in a traditional but fast-paced setting. Candidate must be able to work under deadlines and stress-inducing conditions. Must be able to move throughout our building, partner agency locations, and other sites and lift up to 40 pounds consistently. A domestic violence agency and health care environment can potentially shift from stable to highly charged and all employees must remain flexible, calm, and creative.

To apply:

Please submit a cover letter, resume, and completed employment application form (found on our website at the link below) to Tayde Valenzuela, at Tvalenzuela@raphaelhouse.com or mail to 4110 SE Hawthorne Blvd. #503 Portland, OR 97214. **This position is open until filled.** *No phone calls please, except to request a reasonable accommodation for a disability at (503) 243-5128.*

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.

Raphael House of Portland is an Equal Opportunity Employer

Did you notice our font is large? This is done for accessibility purposes; it is recommended to use at least 14pt font size.

