***BI-LINGUAL (English/Spanish Speaking) SUPPORT STAFF***

**Hours:** 40 Hours per week - Full time

**Definition:**

Community Crisis Center’s Bi-Lingual Support Staff shall work under the direction of the Director of Shelter Services at shelter to help clients with advocacy and support and to assist clients in attaining their service plan. The B-Lingual Support Staff shall coordinate referral services throughout the community to aid victims of Domestic Violence, Sexual Assault and Stalking.

**Duties:**

* Meet with clients on a one-to-one basis. Assess client needs and make arrangements to connect the client with available community resources. If necessary, arrange for transportation for clients to and from agencies and outside appointments. Develop personal safety plans with all adults and their children. Offer goal and empowerment and reviews for all adult clients.
* Answer the crisis telephone line at the Shelter and provide crisis intervention. Assessing needs and make informed referrals to other community resources.
* Responsible for screening incoming clients and their immediate comfort and needs
* Responsible for overseeing shelter operations after regular business hours. Monday thru Friday 4pm to 12am. Inspect shelter at regular intervals and see to clients needs.
* Responsible for documenting contacts and services for clients according to CCC policy
* Coordinate with other staff to maintain quality services for all client care by attending case staffings.
* Provide Bi-lingual services to clients as needed.
* Required to attend CCC new hire orientation, shelter staff meetings, full staff meetings, and in-service training. Must adhere to Continuing Education requirements.
* Assist with HUD Supportive Services or other special projects as requested.
* Must strictly uphold Confidentiality Standards
* Maintain staff chores
* Other duties as assigned.

**Philosophy of Work:**

* Responsible for creating an inclusive environment and behaving in a way that ensures that clients and employees feel: embraced, no matter what their cultural orientations are, respected and valued, engaged and connected to the community, and safe from abuse and harassment.
* Provide services in a trauma informed manner.
* Cooperative team spirit, have strong personal boundaries, supportive attitude, and desire to help people

**Qualifications:**

Must be fluent in Spanish and English. Written fluency in both languages a plus.

Good listening and problem solving skills

Understanding and sensitivity toward the issues involved in domestic violence, sexual assault, stalking, and chemical dependency

Ability to work with others in a collaborative decision-making process

Computer Skills

Skills in resource utilization

Ability to manage time and work effectively in stressful situations

Ability to work with others in a collaborative decision-making process

High School Diploma or Equivalent. Experience working with victims of crime preferred

Pass a national level criminal background check

Community Crisis Center is an Equal Opportunity Employer.

Job Type: Full-time

Salary: $10.00 to $10.50 /hour