

Position: Bilingual Advocacy Specialist

Hours: Full Time, 40 Hours, Non-Exempt

Salary: Starting range- \$16.00-\$18.00 plus comprehensive benefits and generous PTO

Deadline: Open until Filled

Reports to: Special Victims Unit/Family Advocacy Manager

Location: Santa Fe, NM

Who We Are

Solace Crisis Treatment Center has been restoring strength for over 45 years. Our Center provides a safe place to receive evidence-based services including therapy for post-traumatic stress and anxiety disorders, victim advocacy and primary prevention programs. Solace changed its name from the Santa Fe Rape Crisis and Trauma Treatment Center in October 2010, to ensure there were no barriers to receiving services. Because of that name change Solace provides more safety and more privacy and confidentiality than ever before. We also received national accreditation from the National Children's Alliance as a family advocacy center for children and their families in cases of abuse, neglect or the witnessing of violent crime.

We employ staff members within three departments – Clinical, Family Advocacy and Education and Prevention. The three departments work closely together in response to crime victimization, child abuse, and other traumatic and tragic events such as: fatal accidents, homicides, returning from military service, human trafficking and a myriad of other overwhelming adversities that beset individuals, families and the community. For example, a prevention specialist may elicit a disclosure of abuse from an elementary school student. A Solace advocate and forensic interviewer might then assist the family during the investigative process, and finally Solace counselors might help the child as well as distressed parents for symptoms related to the abuse.

Solace serves Santa Fe, Rio Arriba and Los Alamos Counties and central northern New Mexico. We serve individuals from San Ildefonso, Nambe, Tesuque and Santo Domingo pueblos.

Position Description

The primary role of this position entails working with survivors of violent crimes by using trauma informed strategies to assist them in accessing services and navigating the criminal legal system.

You're perfect for this position if...

- You are excited about working with a team, and believe in honest communication between colleagues.
- You like creative problem solving.
- You believe that survivors of violence are the experts of their own experiences and paths to healing.
- You value community collaboration and building relationships across agencies.
- You value self-care, and know how to put that value into practice.
- You are detail-oriented, and pride yourself on managing multiple tasks without letting things fall through the cracks.

Responsibilities

- Provide crisis response services for survivors of violence and their families.
- Provide assessment of client service needs and develop a plan to meet those needs in conjunction with other community service providers.
- Participate in the communication and coordination of services with other providers.
- Provide Court Advocacy, court preparation, and support for victims and families, in coordination with the District Attorney and victim advocates at First Judicial District.
- Maintain tracking of Department cases that enter the court system.

- Develop and maintain strong relationships with external agencies while coordinating services for survivors and families.
- Maintain up-to-date client files and records.
- Evaluate program effectiveness using approved tools and measures.
- Assist with compiling data for reports as needed.

Qualifications

- Bachelor's Degree with at least three years of experience working with families is preferred, **but not required**. *Active community members without formal education are encouraged to apply.*
- Knowledge of and sensitivity to family systems and child victimization.
- Strong communication skills.
- Ability to hold confidential information, use good judgment, and exercise awareness of other people's needs.
- Ability to serve clients with compassion, a belief that they are the experts in their own healing, and with strong professional boundaries.
- Ability to form deep connections to community.
- Strong ability to collaborate with professionals from other disciplines and agencies involved in sexual violence investigations and/or provision of services with survivors and families.
- After-hours availability for on-call crisis hotline.
- Access to reliable transportation.
- Bilingual, preference for those who have Spanish as a first language.

To Apply

Interested candidates should email a letter of interest, resume, and three professional references to the Special Victims Unit/Family Advocacy Dept Manager Cinna Boyle MA, LMHC, CCTP, at cboyle@findsolace.org

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DUTIES AND RESPONSIBILITIES:

1. Provide crisis response services for survivors of violence and their families.
2. Provide assessment of client service needs and develop a plan to meet those needs in conjunction with other community service providers.
3. Participate in the communication and coordination of services with other providers.
4. Provide Court Advocacy, court preparation, and support for victims and families, in coordination with the District Attorney and victim advocates at First Judicial District.
5. Maintain tracking of Family Advocacy Department cases that enter the court system.
6. Develop and maintain strong relationships with external agencies while coordinating services for survivors and families.
7. Maintain up-to-date client files and records.
8. Evaluate program effectiveness using approved tools and measures.
9. Assess the effectiveness of advocacy services through regular meetings with volunteers, quarterly volunteer surveys, and data.
10. Assist in reviewing and maintaining standard operating procedures for advocacy services.

11. Assist with planning and facilitating sexual assault services training sessions for community agencies as requested by the SVU/FAD Manager.
12. Compile and enter accurate and timely data for reporting.
13. Attend trainings, external meetings, and in-house meetings as required.
14. Adhere to all SCTC policies and procedures.
15. Abide by confidentiality standards required by SCTC, State statutes, and Federal statutes.
16. Other duties as assigned by Manager.

REQUIRED QUALIFICATIONS:

1. Associate's Degree with at least two years of experience working in a related field.
Active community members without formal education are encouraged to apply.
2. Specialized skills and experience in advocating for victimized children, youth, and their families.
3. Strong working knowledge of state and local resources.
4. Strong verbal and written communication skills.
5. Flexible and comfortable in a fast-paced environment with shifting priorities.
6. Ability to hold confidential information, use good judgment, and exercise awareness of other people's needs.
7. Flexible and adaptable - able to shift communication styles to fit the needs of a wide range of cultures, people, and organizations.
8. Ability to serve clients with compassion, a belief that they are the experts in their own healing, and with strong professional boundaries.
9. Strong ability to collaborate with professionals from other disciplines and agencies involved in sexual violence investigations and/or provision of services with survivors and families.
10. Able to work some evenings, weekends and holidays .
11. Familiarity with issues related to child abuse and trauma.
12. Ability to abide by all mandatory reporting statutes.
13. Ability to work with clients from a variety of cultural and socio-economic backgrounds.
14. Access to reliable transportation.
15. Ability to maintain proof of auto insurance.
16. Bilingual.

DESIRED QUALIFICATIONS:

1. Bachelor's Degree in Social Work or a related field in Human Services.
2. You are excited about working with a team, and believe in honest communication between colleagues.
3. You enjoy creative problem solving.
4. You value community collaboration and building relationships across agencies.
5. You value self-care, and know how to put that value into practice.
6. You are detail-oriented, and pride yourself on managing multiple tasks without letting things fall through the cracks.