



Southwest Crisis Center

SUPPORT. ADVOCACY. HOPE.

Job Description: Victim Advocate, Immigrant and Underserved Populations

Description: Victim advocates walk alongside individuals and children who are survivors of domestic and sexual violence, sexual exploitation, child abuse, or dating violence to explore their options and find healing while promoting the mission of the Southwest Crisis Center. This position will work primarily with immigrant, refugee, and other underserved populations.

Candidates who speak a language other than English are strongly encouraged to apply.

Location & Hours: Windom and Worthington, Minnesota; 8:00 am - 4:30 pm, occasional evenings and weekends, and on call.

Status: Full-time, non-exempt, hourly wage range \$18.00 - \$24.50 DOQ, Health/Dental/Vision, 403b match, and generous PTO.

Reports to: Assistant Director

About Us: The Southwest Crisis Center provides support, advocacy, and hope to individuals and families impacted by sexual and domestic violence, sexual exploitation, and child abuse.

Core responsibilities

Direct Services, Support, and Response (70%)

- Provide advocacy, emotional support and listening, crisis intervention, and information to individuals who have experienced sexual and/or domestic violence, sexual exploitation and trafficking, or dating violence.
- Support survivors with navigating immigration relief measures related to domestic or sexual violence, sexual exploitation, child abuse, or dating violence.
- Provide on scene support to survivors receiving a sexual assault exam or other medical care due to injuries related to domestic violence.
- Provide information and support regarding court proceedings and the criminal and civil justice process, including assisting in filing restraining orders, attendance at court hearings, and connecting survivors with attorneys.

- Provide supportive listening to survivors and crisis callers. Assist individuals with identifying their goals and tools needed to reach those goals.
- Assess individual needs and cultural considerations while providing trauma-informed advocacy.
- Maintain a high level of knowledge about services available to individuals in the community and provide access to those services.
- Provide access to transportation for individuals and their children - including through direct transportation when possible.
- Provide access to safe housing for individuals and children (and pets, if applicable).
- Maintain and ensure confidentiality in accordance with state and federal guidelines and follow agency and state policies on mandated reporting.
- Answer crisis calls on the 24-hour safe line. Provide supportive listening and resource information. Assist survivors in deciding upon a course of action. Arrange for safe shelter and transportation, as needed. Meet survivors on scene as requested by law enforcement or hospital staff.

Reporting/Planning: (10%)

- Maintain accurate, confidential client information in an electronic database in accordance with all agency, state, and federal requirements.
- Provide clear and timely narrative data and work documentation for reporting purposes.

Collaboration and Outreach (20%)

- Participate in professional development training to enhance knowledge of serving victims, including immigration relief options for victims.
- Maintain a high level of knowledge about victim services for immigrant populations.
- Provide presentations about the programs and services offered by the agency, including responding to and advocating for survivors.
- Conduct outreach to underserved populations including but not limited to individuals with limited English proficiency, immigrant populations, and refugees.
- Perform other duties as assigned by the Executive Director or Assistant Director.

Qualifications

- **Knowledge of the various cultural and ethnic groups in Southern Minnesota.**
- **Prior experience working with immigration relief measures is a plus but *not required*.**
- **Bilingual in English and Spanish, Amharic, Karen, Loa, or Tigrinya *preferred*.**

- Knowledge of the intersections between child abuse, sexual violence, domestic violence, and trauma preferred.
- Possess a strong sensitivity to a wide variety of cultures and beliefs, even if different from one's own and ability to relate to and respect people of diverse racial, cultural, spiritual, economic and age backgrounds.
- Knowledge of and/or experience with the community agencies designed to serve individuals experiencing/who have experienced domestic and sexual violence and their children.
- Demonstrated ability to negotiate and facilitate collaborative responses for victims.
- Agree with the mission of the SWCC and commit to following protocols and procedures for best practices as it relates to crime victim services.
- Possess and promote a strong sense of professionalism as it relates to confidentiality and interactions with co-workers, professionals, and other staff. Ability to be self-motivated, take direction, and have open communication with colleagues
- Understanding of the dynamics of self-care and the ability to recognize your own needs as it relates to a work-life balance.
- Ability to use a computer – including programs such as Microsoft Word, Excel, Outlook and to draft correspondence.
- Ability to travel - for meetings, training, and client-related meetings.

Work Environment

The Southwest Crisis Center strives to be a diverse, equitable, and inclusive work environment and does not discriminate on the basis of race, color, religion, creed, national origin, sex, age, (dis) ability, marital status, sexual orientation, gender identity, language, place of residence, political affiliation, veteran status, status regard to public assistance, or any other class protected by local, state, or federal law.

Send cover letter, resume, and three - five references to Southwest Crisis Center, Attn: Kari Voss-Drost, PO Box 111, Worthington, MN 56187

To Apply - <https://www.mnswcc.org/employment-volunteering>