



Compass Center for Women and Families Bilingual Client Advocate Position Description

Job: Bilingual Client Advocate

Reports to: Self-Sufficiency Programs Director

Classification: Part-Time; 20 hours per week, some evening and weekend hours may be required.

Benefits: Prorated Paid Time Off (PTO) & holiday pay, and option to participate in 403(b) Retirement Savings Plan

Salary: \$17.22/hr.

Organization Summary: Compass Center for Women and Families helps all people navigate their journey to self-sufficiency, safety, and health. We empower individuals and promote equal access to opportunity regardless of gender or economic status. We are proud to serve over 6,000 clients each year with essential programs and services like career and financial education, legal resources, and support groups, all open to the public. Additionally, Compass Center is the only Orange County resource for comprehensive domestic violence crisis services. Compass Center is also closely connected to Chapel Hill-Carrboro City Schools, offering sexual health programming and empowerment programs related to safe relationships in middle and high school health classes.

Position Summary: The primary responsibility of the Bilingual Client Advocate is to work alongside individuals in assessing and identifying their financial and career goals. The Bilingual Advocate will also assist individuals to create a plan to address these goals. The advocate will develop, implement, and evaluate client-centered direct services. In addition, the Bilingual Client Advocate will create and manage outreach projects to marginalized populations such as but not limited to Latinx communities. The Bilingual Client Advocate will provide education, support, and connections to resources to assist clients in creating their individual goal plans. This position will receive domestic violence advocate training to inform their job and work closely with our domestic violence crisis services team to provide responsive services for survivors facing unique challenges maintaining economic success.

Essential Job Duties and Responsibilities:

Financial/ Career Education Program

- Facilitate financial and career groups/ workshops
- Provide one-on-one client-centered direct services to individuals and families to boost savings, control spending, eliminate debt, improve credit and seek employment
- Provide referrals to community agencies on behalf of individuals and families.
- Advocate on clients' behalf when appropriate
- Coordinate with Compass Center's Domestic Violence Advocacy Team to provide trauma-informed career and financial support to survivors

Organizational Duties

- Maintain proper documentation of client service provision and oversee collection of evaluation tools necessary to evaluate programs
- Responsible for the preparation of monthly report(s) as required by supervisor and/or Executive Director
- Timely and consistent attendance at staff and program meetings
- Responsible for participating in the on-going maintenance of a clean, organized and welcoming facility and environment
- Other duties as assigned by supervisor

Required Qualifications

- Some College or Post-secondary Education preferred although equivalent experience will be considered
- Knowledge of economic justice and oppression its effect on individuals and families
- Ability to identify barriers for clients in reaching out for support and connecting with community resources
- Knowledge of financial and/or career education and support (training provided)
- Ability to build trusting and empowering relationships with people in need of services
- Demonstrate cultural sensitivity
- Ability to listen and communicate effectively with diverse populations
- Enjoy working with a team of other committed and passionate staff members
- Demonstrate the ability to perform job duties with a high degree of initiative and professionalism; demonstrated sound judgment, and patience
- Possess a valid driver's license, automobile insurance, and reliable vehicle preferred
- Fluency in spoken and written Spanish and English

We actively encourage diverse candidates to apply. Compass Center provides equal employment opportunities to all employees and applicants for employment without regard to race, ethnicity, religion, age, gender identity or expression, sexual orientation, disability, national origin, genetic information, or veteran status.

To apply, please send a cover letter, resume and three professional references (prefer at least one direct supervisor) to employment@compassctr.org. Please include the job title in the subject line of the email. No phone calls please. Applications will be reviewed as they are submitted. Position starts in July 2019.