



**Position Title:** Primary Advocate – Bilingual Spanish  
**Reports To:** Shelter Coordinator  
**Department:** Programs and Services – Shelter  
**Status:** NON-EXEMPT - HOURLY  
**Schedule:** 40 hours per week, specific days/hours TBA  
**Salary Range:** \$16-\$18 per hour, depending on experience

**Application Deadline: Open until filled**

*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.*

For 40 years Raphael House of Portland has helped domestic violence survivors and their families find safety, hope, and independence. Our emergency shelter serves individuals and families fleeing intimate partner violence, and we proudly provide family-centered, culturally responsive, and gender-inclusive services. In addition to immediate safety and basic needs, survivors have access to ongoing programs and case management designed to help them achieve permanent housing, employment, and stability.

**Position Summary:**

Under the supervision of the Shelter Coordinator, this role addresses the needs of domestic violence survivors in an emergency shelter setting.

**Essential Duties and Responsibilities:**

- Provides case management and support to emergency shelter participants.
- Completes intake and strengths/needs assessment, creates a service plan, and identifies short- and long-term goals with assigned participants.
- Addresses participant requests on a daily basis including provision of information and referrals, community advocacy, emotional support, basic and immediate needs, and assistance with safety planning.
- Helps build a strong shelter community by being present and available, and facilitating groups and house meetings.
- Collaborates with the Youth & Family Program to address family and youth participant needs.
- Provides support for shelter participants at community and court appointments, as necessary.
- Maintains records and data collection for federal, state, and other funding sources. Routinely completes reports, as assigned.
- Interfaces as necessary with community partner agencies to provide co-advocacy, warm hand-offs, and supportive services.
- Transports participants to and from shelter for appointments, as appropriate.
- Attends and actively participates in regular meetings with other staff members and community partners.



- Participates in coverage of the shelter access phone line and 24-hour hotline.
- Provides English-to-Spanish and Spanish-to-English translation and interpretation of Raphael House communications and materials, as needed.
- Provides 24-hour backup via cell phone on a rotating basis.

### **Secondary Duties:**

- May be occasionally asked to participate in activities outside typical work hours.
- Other duties as assigned.

### **Qualifications:**

- Completion of 40-hour domestic and sexual violence advocacy training within the last five years.
- Two years of experience working with domestic violence survivors (or equivalent) preferred.
- Prior completion of Assertive Engagement and PBIS Positive Behavioral Interventions and Supports) training, or willing to attend within the first 6 months of employment.
- Knowledge about domestic and sexual violence, including impacts of trauma.
- Interest in supporting adults and children of diverse backgrounds and ages who have experienced trauma.
- Willingness to advocate for survivors.
- Ability to stay calm during crisis, and maintain a positive demeanor under stress and in a community living environment.
- Ability to use mature judgment in decision-making or conflict resolution with adults and children.
- Experience dealing with uncomfortable situations and conversations.
- Ability to work on a team, independently, and act as a supportive team lead when appropriate.
- Proficient written and oral communication skills.
- Strong organizational and time management skills.
- Creative problem solving skills, positive demeanor, and sense of humor a plus.
- Ability to read, write, and speak both Spanish and English fluently.
- Strong computer skills, including Microsoft Office.
- Current valid Oregon driver's license and safe driving record.

### **Work Environment:**

This position will work in a traditional, but fast-paced setting. Must be able to work under deadlines and under stress-inducing conditions. Must be able to lift 25 lbs. and stand, sit, and walk throughout the building. A domestic violence agency environment can potentially shift from stable to highly-charged and all employees must remain flexible, calm, and creative.

### **To apply:**

Please email cover letter, resume, and completed employment application (found on the website) to Allegra Holte at [aholte@raphaelhouse.com](mailto:aholte@raphaelhouse.com) or mail to 4110 SE Hawthorne Blvd. #503 Portland, OR 97214. **This position is open until filled.** No phone calls, please.

Download our employment application form on our website at <https://raphaelhouse.com/employment-opportunities/>.

*Raphael House of Portland is an Equal Opportunity Employer*

