



Bilingual Domestic Violence Caseworker, Part Time, Overnight, Awake

We are currently seeking a part time (24 hours/week) Bilingual Spanish/English DV Caseworker to join our Crisis Line / Emergency Response Services team providing supportive services to adults and children who are impacted by domestic violence. In this overnight, awake role, Caseworkers provide phone-based support, counseling, advocacy, and referrals to people who are impacted by domestic violence, and in-person support to our emergency shelter and transitional housing program residents. They also provide emergency services to clients, including picking them up and bringing them into our shelter; conducting intake interviews, shelter orientations, and peer counseling for clients.

This position works Friday evening through Monday morning, starting at 11.00pm each evening at finishing at 7.30am the following morning.

Caseworkers deliver a confidential, efficient, and friendly service to our clients in a trauma-informed, empathetic, and non-judgmental manner. They must be able to work independently with minimal supervision, therefore previous experience working in a residential facility or answering a crisis line is required. The successful candidate will be experienced, comfortable and confident in their own abilities to make independent decisions and respond appropriately to manage and de-escalate emergency crisis situations with clients.

As well as answering our phone line, Caseworkers provide direct emergency services to clients alongside police and hospital staff, and provide interventions like safety planning, and advocating on their behalf with other organizations and services.

Information management is vital to maintaining excellence in our service delivery, and our Domestic Violence Caseworkers keep up to date, accurate documentation of client contact and activity that occurs while they are working.

COVID-19

STAND! is an essential organization, and safety is one of our key values. We have developed a robust COVID-specific Illness Prevention Plan, adopted new policies and practices, and provided training that aims to reduce the risk of exposure to employees, volunteers, clients, and visitors. **This role is based on site at our emergency shelter / transitional housing campus.**

[STAND! For Families Free of Violence](http://www.standffov.org/) was born from the strand of the equal rights movement that sought the eradication of violence against women. We are an organization that provides social services while participating in the larger activities of moving the dial on social justice. Successful candidates for all our positions will be eager to participate in social justice work including the interruption of structural inequity in service of ending gender-based violence. We are a values-led organization, and employees are committed to our values of integrity, passion, compassion, safety, accountability, innovation, and collaboration; and eager to create and participate in a work culture of inclusion, interpersonal kindness, and accountability. Read more about our mission-driven agency at <http://www.standffov.org/>

Required qualifications for this position:

- Fluent bilingual Spanish/English skills, this will be verified during the recruitment process.
- Minimum 2 years' experience providing crisis line services and/or working in a residential community
- Excellent active listening and communication skills
- Experience using positive problem-solving techniques and conflict resolution, de-escalation strategies
- Experience assessing clients' needs in crisis situations
- Previous experience providing social services and/or case management
- Strong oral and written communication skills
- Ability to work with people from diverse backgrounds and demonstrate cultural competency
- Ability to serve clients from a trauma-informed perspective, and in an empathetic manner, while maintaining appropriate boundaries
- Commitment to maintain shelter-site confidentiality
- Proficiency in computer skills, especially using Outlook, Word, and Excel; strong skills in working with customized databases
- Understanding of the Agency's mission, and ability to maintain appropriate boundaries with clients at all times
- Reliable vehicle, valid California driver's license, clean driving record, and proof of insurance. The safety of our staff and the clients they transport is important to us. Check to see if you meet our [driver requirements here](#). (MVR will be obtained prior to hire, and run periodically thereafter)

Employment with STAND! is contingent upon clear fingerprint, criminal history check, clear MVR, and successfully completing U.S. Department of Justice Form I9. Continued employment is contingent upon successful completion of the Agency's mission-related required training.

Having a Bachelors' Degree is a preferred qualification for this position.

We offer:

- The opportunity to make a difference in the lives of our clients
- A learning environment
- Hourly rate of \$22.40, including a 5% bilingual differential for fluent Spanish/English skills
- Eligible to enroll in our generous ancillary benefits package which includes coverage for employee and dependents in our dental, vision, acupuncture and chiropractic plans. The employee is also eligible for life and AD&D insurance, to participate in our 403(b) retirement plan (limited employer match after one year's service); and to earn vacation, sick leave and holiday pay pro rata.

To be considered, please email a cover letter, resume and the names of three supervisory references to: resume@standffov.org

STAND! For Families Free of Violence is an Equal Opportunity / Affirmative Action Employer committed to staff diversity. We welcome applications from qualified people of all backgrounds to apply.

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