

La Esperanza, Inc.

POSITION DESCRIPTION

Position Title: Victims Services Volunteer
Department: Family Development
Classification: Volunteer
Supervisor: Victim Service Program Coordinator

Salary Range: N/A
Status: Volunteer

Availability: Monday – Friday (some evenings)

Summary of Position:

The Victim Services Assistant will assist the Victim Service Program Coordinator in providing non-English speaking Hispanic victims of crimes with case management, referrals to other agencies, filing for Protection from Abuse (PFA) petitions, outreach and education, group support sessions, and other services that will benefit the client and promote a safe and stable lifestyle.

Minimum Requirements:

- Fully bilingual English/Spanish
- 1-2 year college education or equivalent experience
- Proficiency in Microsoft Office programs (Word, Excel, Power Point, Publisher, and Access)

Knowledge/Skills/Abilities:

- Excellent writing and computer skills
- Ability to manage multiple tasks
- Excellent written and oral communication skills
- Organizational, interpersonal and research skills
- Ability to work effectively with La Esperanza's staff members and other volunteers
- Basic understanding of the legal system

Specific Responsibilities:

- Perform research-primary domestic violence and the Hispanic community
- Assist with group presentations
- Facilitate group sessions for domestic violence victims
- Participate in internal and external activities as directed
- Other duties that may arise at the request of your supervisor

For further information/questions, please contact Ethel Sayles, Senior Bilingual Victims Advocate at (302) 854-9262.