



- Position Title:** Advocacy Center Family Services Advocate
Bilingual Spanish/English
- Reports To:** Advocacy Center Coordinator
- Department:** Programs and Services – Advocacy Center
- Status:** NON-EXEMPT – HOURLY
- Schedule:** 40 hours per week; Monday - Friday, including occasional evenings and weekends. Specific schedule has some flexibility but is dependent on departmental needs and will be agreed upon with your supervisor. Hours will be completed onsite at Raphael House’s confidential location.
- Salary Range:** \$25.00 - \$26.40 per hour, depending on experience (above \$25.56 per hour reserved for those who exceed Qualification criteria); **wage includes an additional \$.50 per hour offered for bilingual English/Spanish skills, which are required for this position.** *Hiring wage is determined using a standardized process that considers employment and lived experience, applicable knowledge and skills, training, and education. Staff are paid monthly.*
- Benefits:** Raphael House offers a full range of benefits including 100% employer-paid health, dental, vision, long-term disability, and life insurance; FSA (Flexible Spending Account) with \$500 annual Employer contribution; generous time off (with first year accrual totaling up to 30 days); retirement plan contribution match of 3%; an Employee Assistance Program with



robust supportive resources; and extensive professional development opportunities.

Position Summary:

Under the supervision of the Advocacy Center Coordinator, provides and coordinates youth and family focused programming, advocacy, and follow-up case-management to domestic violence survivors using trauma-informed best practices. Supports individuals and families already involved with our [Advocacy Center programming](#), in addition to engaging survivors as they transition out of our emergency shelter.

Application Deadline: Open until filled.

Applications will be reviewed and interviews scheduled as submissions are received. Early application is encouraged. There is also no such thing as the perfect candidate, so please apply even if you don't meet all the requirements. Just use your application materials to share the transferrable skills, experiences, and qualities you bring to the table!

About Raphael House:

For 46 years, Raphael House of Portland has helped survivors of domestic violence and their families find the safety, hope, and independence they deserve. We proudly provide family-centered, culturally responsive, and gender-inclusive services to a diverse community of more than 1,800 survivors annually. Our confidential emergency shelter is open and staffed year-round, 24 hours a day and our myriad wraparound programs continue supporting families every step of the way as they go on to build safe futures free from abuse. **Through our onsite Advocacy Center – where the Bilingual Family Services Advocate position is based – we offer ongoing and individualized assistance, support groups, food and emergency resources, youth programming, counseling, and wellness activities to a large community of survivors.** We couple these direct services with a Prevention Education program that teaches thousands of teens each year about equitable relationships and consent—with the goal of stopping domestic violence before it starts.



You'll love working with us because:

- Our employees have voted Raphael House one of the 100 Best Nonprofits to Work for in Oregon 7 times! In 2023 and 2021 we placed in the top 15th amongst medium-sized agencies. We were also named one of the 100 Best Green Workplaces in 2024, 2021, and 2019.
- [Diversity, equity, inclusion, and accessibility are a priority here.](#) We're committed to the ongoing work of sustaining an environment where everyone at Raphael House – staff, volunteers, and survivors – feels safe, empowered, and can thrive.
- We are always learning and changing. Your ideas on how to make Raphael House a better place for survivors and staff really matter. Plus, we offer lots of ongoing training opportunities and each employee has an annual training stipend.
- We value self-care and taking breaks. In addition to generous paid time-off, we have a Wellness Committee dedicated to supporting staff, a meditation and gentle movement group for staff (paid time), and so much more.
- We are a family- and community-centered organization and prioritize supporting staff with work life balance. We also have a culture of gratitude, where your hard work is appreciated!
- You receive gift cards to celebrate both your birthday and work anniversary each year.
- You get to take part in life-changing and life-saving work and help create a world without violence!

Essential Family Services Advocate responsibilities:

- Provides English-to-Spanish and Spanish-to-English translation and interpretation as needed.
- Provides family-focused case management and support to Advocacy Center participants based on their individual needs through virtual meetings, home visits, and onsite appointments.
- Supports participant needs including information, referrals, community advocacy, emotional support, safety planning and assessment, support at community appointments and in court, and connecting families to emergency safety resources.



- Provides youth and family focused follow-up advocacy, systems navigation, and support to survivors as needed.
- Identifies and supports participant needs related to securing and maintaining housing stability, including connecting families with available emergency rental assistance funds.
- Collaboratively plans, outreaches about, and facilitates youth and family-centered activities and Advocacy Center programming and nurtures a strong community virtually and in-person.
- Supports in creating and facilitating programming for survivors and their families.
- Supports the continued agency-wide implementation of [Positive Behavioral Interventions and Supports \(PBIS\)](#) and [Assertive Engagement](#) strategies.
- Keeps current with best practice related to working with youth and trauma survivors, and collaborates with the wider Youth and Family Advocate team to maintain consistent agency practice.
- Collaborates and co-advocates with other Raphael House programs and resources as appropriate, including our Emergency Shelter and Community-Based Advocates (Domestic Violence Recovery Mentors and Health Care Advocate).
- Interfaces as needed with community partner agencies to provide co-advocacy, warm hand-offs, and supportive services.
- Attends and actively participates in regular meetings with other staff members and community partners.
- Maintains timely and accurate confidential records and data collection for federal, state, and other funding sources. Completes routine reports as assigned.
- Occasionally participates in activities outside typical work hours.
- Other duties as assigned.

Supervisory Responsibilities: N/A



What we ask of all candidates:

- A passion for Raphael House of Portland's mission and values. You want to build a future free from violence and oppression!
- An existing understanding of – and/or a desire to learn more about - the root causes of domestic and sexual violence, and how injustices intersect based on race, gender identity, sexual orientation, and ability.
- The desire and ability to promote an anti-racist, inclusive, and culturally diverse and responsive environment.
- The ability to relate respectfully with people of diverse backgrounds and ages, and to utilize equitable and trauma-informed practices.
- Ability to maintain the confidentiality of our location and survivors.
- Interest in working with adults and children who are survivors of domestic violence and have experienced trauma.
- Excellent and respectful interpersonal, verbal, and written communication and organizational skills.
- Flexible and able to prioritize multiple tasks and deadlines.
- Ability to work independently and collaboratively with others.
- Ability to use mature judgement in decision-making or conflict resolution with adults and children and in dealing with uncomfortable situations and conversations.
- Ability to maintain a calm and positive demeanor under stress and in our community living environment.
- Legal authorization to work in the United States.

Qualifications:

- At least 2 years of experience working with youth and families or domestic violence survivors OR equivalent work or lived experience.
- Lived experience as a survivor of interpersonal violence and/or trafficking highly valued.
- Ability to fluently read, write, speak, and understand Spanish and English. Bicultural preferred. Pay range includes an additional \$.50 per hour offered for bilingual English-Spanish skills, which are required for this role.



- Proficient with Microsoft Office Suite (specifically Word, Excel, and Outlook) and ability to learn new technology as needed.
- Completion of 40-hour domestic and sexual violence advocacy training, or equivalent to be approved by the Executive Director OR expectation that training will be completed within the first month of employment (provided internally).
- Prior completion of [Assertive Engagement and PBIS](#) (Positive Behavioral Interventions and Supports) training, OR expectation that training will be completed after employment (provided internally).
- Ability to read, write, and understand English.
- Current valid driver's license and safe driving record. Willingness to operate agency vehicles, as needed, and ability to commute throughout the Portland metro area and beyond to fulfill job responsibilities.
- Occasionally available on evenings and weekends.
- Ability to lift up to 40 pounds consistently and be active with young children.

Work Environment:

This position will work in a fast-paced setting. Candidate must be able to work under deadlines and stress-inducing conditions. Must be able to move throughout our building, partner agency locations, and other sites. 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 submit a cover letter, resume, and completed Raphael House employment application form (found on our website at the link below) to Tayde Valenzuela, Advocacy Center Coordinator, at tvalenzuela@raphaelhouse.com or mail to 4110 SE Hawthorne Blvd. #503 Portland, OR 97214. **The position is open until filled.** No phone calls please, except to request a reasonable accommodation for a disability at (503) 243-5128.

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



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.

COVID-19 Safety:

We are taking every precaution to protect the health of our staff and survivors in our programs, utilizing the most up-to-date recommendations.

Raphael House of Portland is an Equal Opportunity Employer

Did you notice our font is large? This is done for accessibility purposes; it is recommended to use at least 14pt font size.

