

Sample Direct Service Job Description

JOB TITLE: Latin@ Community Services Specialist

JOB CATEGORY: Varies – see below

ROLE AND RESPONSIBILITIES

There can be a variety of ways this position is structured – each of the roles below would constitute a position. Roles and responsibilities should not be combined or added without consent and adequate compensation.

[Counseling or direct service focus]

The roles of the Latin@ Community Services Specialist are to provide counseling and support services to this community, assist significant others, family members, friends of survivors, and facilitate support groups based on community and individual needs. This position is an integral part of supporting survivors and their families in coping with the impact of sexual violence, promoting peaceful and respectful relationships, safe communities, and propels the overall mission of this organization.

■ **Administrative responsibilities:**

- Work closely with other members of the counseling and direct services team.
- Participate in agency meetings and supervision sessions.
- Complete necessary reports and documentation in a timely manner.
- Attend professional workshops/conferences to enhance clinical skills in the field of sexual assault and to maintain professional credentials.
- Represent the agency at any meetings as identified by supervisor.

■ **Direct services and intervention:**

- Identify service area needs in regard to sexual violence, support counseling and, advocacy.
- Assist monolingual Spanish victims and their families, in conjunction with other members of the counseling and direct services team, with case management and coordination of services.
- Maintain and keep current and confidential all client files.
- Conduct support groups as needed.
- Answer hotline when necessary.
- Refer clients and significant others to other support services as needed.
- Monitor clients to measure success of support offered.

SKILLS

The following skills will support the success of the applicant in the position:

- **Excellent Communication Skills** – Comfortable speaking with a diverse array of individuals and groups. Able to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Able to write reports, business correspondence, and procedure manuals. Able to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- **Conflict Resolution or Facilitation Skills** – Relative comfort and confidence in managing exchanges or dialogues where conflicting opinions or beliefs are involved. Able to highlight strengths and common goals of each perspective and find ways to collectively compromise for the larger goal.

- **Commitment to Social Change** – Willing and able to engage in community-based activities and efforts that focus on changing social norms, attitudes and behaviors.
- **Creativity** – When faced with a challenge or potential barrier, the applicant can brainstorm new ways to address or circumvent obstacles. Additionally, applicant can think of innovative strategies to connect sexual violence prevention to everyday experiences.

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Language fluency:** Bicultural and bilingual applicants strongly preferred; bilingual applicants will be considered. Fluency in English and Spanish is required.
- **Education and/or Experience:** Professional or volunteer experience with Latin@ communities strongly preferred. Experience speaking to large groups and facilitating conversations about complex topics a must. Community organizing experience is strongly encouraged, but applicant can have real-world experience in counseling, advocacy, outreach, or education.

Bachelor's degree (B. A.) in liberal arts or social science field such as, but not limited to: Psychology, Sociology, Women's and/or Gender Studies, Ethnic Studies; experience and/or training related to community organizing or mobilization; or equivalent combination of education and experience. Strong writing and editing skills.

- **Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- **Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- **Physical Demands:** The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, sit, talk and hear. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

© Pennsylvania Coalition Against Rape 2014. All rights reserved.

This publication was supported by subgrant No. 2009/2010-VA-06-20570 awarded by state administrating office for the STOP Formula Grant Program. The opinions, findings, conclusions, and recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the views of the state or U.S. Department of Justice, Office of Violence Against Women.