



JOIN OUR TEAM!

### *Latinx Crisis Response Coordinator*

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The Latinx Crisis Response Coordinator (LCRC) is a full-time position on the Crisis Response Team (CRT). The LCRC promotes and provides trauma-informed support and services through the Statewide Hotline and other related crisis services for survivors of domestic violence, sexual violence, human trafficking and/or stalking whose primary language is Spanish and/or who identify as immigrants, asylees, or refugees. The LCRC provides timely and trauma-informed resources, support and information to all people who contact the Statewide Hotline and primarily to individuals whose primary language is Spanish.

Our services center survivors from historically marginalized and oppressed communities which include, but are not limited to, people of color, LGBTQ+, people who are system(s) involved (such as incarceration,) people with disabilities, and children/youth. The Latinx Crisis Response Coordinator is a member of the Crisis Response Team that is supported by executive staff.

**We are looking** for a self-motivated individual with the ability to work with a team/across teams at the Action Alliance with the primary focus of providing direct crisis services and support to/for survivors of domestic and/or sexual violence. We are also looking for someone who is passionate about providing effective and comprehensive services and support to empower survivors whose primary language is Spanish. The candidate for this position will be able to communicate effectively in English and Spanish. They will be able to listen deeply, communicate calmly and effectively, and problem solve. This position requires three years of related experience in the anti-violence field, working on a crisis hotline and/or providing direct service to survivors of domestic violence and/or sexual violence. Work experience at a sexual and domestic violence agency or coalition is required. The preferred candidate will also have life experience(s) and an approach to learning that supports collective action to advance social justice and healthy relationships.

**The position requires:**

- Familiarity with the work of local sexual and domestic violence advocates, sexual and domestic violence, and anti-oppression frameworks.
- Residency in the Commonwealth Virginia.
- High level of organizational skills; ability to handle high call volume while maintaining boundaries and prioritizing caller needs.
- Culturally and linguistically fluent in Spanish.
- Excellent time management skills.
- Experience with deep listening, particularly with people who may hold different life experiences.
- Experience building relationships between community partners and service organizations (including traditional and non-traditional groups).
- Understanding of the importance of needs and experiences within diverse cultures.
- Experience with applying concepts, skills and tools of trauma stewardship in the daily work of crisis services and support
- Passion for providing survivor focused advocacy services through a trauma informed lens
- Self-motivation and ability to work independently as well as collaboratively as a member of a team.
- As a primarily remote position, this also requires that all Crisis Response Team Members have excellent internet connectivity AND dedicated office space at home to ensure privacy and confidentiality of calls.

**Position specific duties include, and are not limited to:**

- Gathering data related to advocacy support and services. Compiling data for grant reporting/application to illustrate the need for and importance of the Statewide hotline
- Building and maintaining relationships with local sexual and domestic violence agencies (including culturally specific providers), advocates, and state and national partners to facilitate connections between SDVAs and the Action Alliance.
- Actively participating in teamwork, planning and agency stewardship, including ongoing development of expertise related to performance of job, engagement in movement building work, and participating in a variety of team support tasks.

This is a grant-funded, full-time, exempt, position with a hiring salary range between \$48,000 and \$53,000. The benefits package includes health, dental, vision, disability and life insurance, an optional flexible savings account for health and/or dependent care expenses. We offer many opportunities for professional development, flexibility in the workday, generous leave, and other types of workplace support.

This position is primarily remote but will require weekly in-person presence in the office and in-person presence at agency and team meetings, trainings and community-related outreach events (as needed/as scheduled.) Limited travel statewide will be required for the position. Work hours for the position are M-F, 12-8p.

Applications will be reviewed on a rolling basis. All interviews will be conducted over Zoom.

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## **OUR MISSION**

The Action Alliance has been Virginia's leading voice on sexual and domestic violence for more than 40 years and enhances response and prevention efforts through training, public policy advocacy, public awareness programs, and technical assistance to professionals.

The Action Alliance, a diverse group of individuals and organizations, believes that ALL people have the right to a life free of sexual and domestic violence. We will use our diverse and collective voice to create a Virginia free from sexual and domestic violence—inspiring others to join and support values of equality, respect and shared power. We recognize that sexual and domestic violence are linked to other forms of oppression, which disproportionately affect women, children, and marginalized people. Understanding the great harm racism has created for individuals, families and our communities in Virginia, we commit to building within the coalition an anti-racist framework from which to address sexual and domestic violence.

**The Action Alliance is an Equal Opportunity Employer.** People of color, women, LGBTQ+ candidates, and people of diverse backgrounds are strongly encouraged to apply. We are committed to a diverse workplace and to supporting our staff with ongoing career development opportunities.

**Please submit cover letter, resume or CV, and three (3) references to [jobs@vsdvalliance.org](mailto:jobs@vsdvalliance.org) and include "Latinx Crisis Response Coordinator" in the subject line.**



## Latinx Crisis Response Coordinator

### Job Description (2022)

The Latinx Crisis Response Coordinator (LCRC) to join the Crisis Response Team (CRT!) The LCRC promotes and provides trauma-informed support and services through the Statewide Hotline and related crisis services for survivors of domestic and/or sexual violence whose primary language is Spanish and/or who identify as immigrants, asylees, or refugees. The LCRC will provide timely, survivor-focused, and healing-centered response(s) to all people, and specifically survivors speaking Spanish reaching out for support through the Statewide Hotline. The LCRC is a member of the Crisis Response Team that is supported by executive staff. The LCRC will report directly to the Crisis Response Team Managers.

#### The work of the Latinx Crisis Response Coordinator:

- **80% Crisis Response**, provide timely, trauma-informed and healing-centered response(s) to people who contact the Statewide Hotline, including the LGBTQ+ Helpline and Prison Rape Elimination Act (PREA) Hotline while ensuring that resources and referrals meet the diverse needs of survivors. The LRCR provides specialized assistance to callers who speak Spanish while expanding the network of resources and referrals to support Spanish-speaking survivors.
- **10% Outreach/Capacity & Relationship Building**, Develop and maintain a high level of communication and collaboration on behalf of survivors by partnering with local sexual and domestic violence agencies, community resources and national resources. Engage in outreach work in the local community and across the state to promote the Statewide hotline, enhance services and support to/for the Spanish-speaking community and foster and support ongoing relationships with partnering agencies.
- **10% Actively Participate in Teamwork, Planning, and Agency Stewardship**: this includes development of expertise directly related to performance of the job, cultural humility, engagement in movement building work, and taking part in a variety of team support tasks. Maintain daily, weekly quarterly and yearly documentation for CRT data collection. Engage in collaborative projects that improve crisis response across communities, including identity specific and culturally-specific communities. Representing the Action Alliance/CRT team at internal and external meetings.

### **The skills of the Latinx Crisis Response Coordinator:**

- Bilingual (English/Spanish) and multicultural ability to serve those in need with a particular focus on those from historically marginalized and oppressed communities (LGBTQ+, people who are incarcerated, trauma survivors, etc.); specifically with survivors from Spanish-speaking communities.
  - Ability to listen deeply, communicate calmly and effectively, and problem solve
  - Energy and positivity in the spaces in which they work.
  - Direct and compassionate communication and negotiation skills and ability to work well with others.
  - Experience with activities that are part of the job; someone who can ensure people who speak Spanish or who identify as immigrants, asylees, or refugees receive culturally appropriate resources and referrals.
  - Life experience(s) that has contributed to your sense of the importance of working on a team at the coalition to advance social justice, healthier relationships-on an individual, community and societal level.
  - Ability to work independently and also as team player
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### **Building the Larger WE:**

The work environment at the Action Alliance requires a high level of personal and group responsibility—for managing your work, reflecting on interpersonal dynamics, and understanding how oppression and intersectionality shows up in our workspace and our lives. The LCRC position reports directly to the Managers on the CRT.

We have a deep commitment to diversity within the staff—you will be working with folks across generations, from many different racial and ethnic backgrounds, and people who identify across the gender and sexual orientation spectrums. We are an equal-opportunity employer.

The Crisis Response Team is responsible for 24/7/365 crisis response through the Statewide Hotline, phone, text and chatlines; Prison Rape Elimination Act (PREA) services and support.

**About the job and compensation:** This is a full-time, exempt, position with a starting salary between \$48,000 and \$53,000. The benefits package includes health, dental, vision, disability and life insurance, an optional flexible savings account for health and/or dependent care expenses, and a retirement benefit for employees who have completed two years at the agency. We offer many opportunities for professional development, flexibility in the workday, generous leave, and other types of workplace support.

The LCRC position is a primarily remote position but will require weekly in-person work presence and in-person presence at agency meetings, events, and CRT related outreach events. This position will require some local and statewide travel. The hours for the position are M -F 12-8p. This position requires that all Crisis Response Team Members have excellent internet connectivity AND dedicated office space at home to ensure privacy and confidentiality of calls. Applicants also must reside in the Commonwealth of Virginia.