



Title: Bilingual Advocate

Status: Full-time (40 hours per week, including evening and weekend hours, if needed)

Location: Manchester, NH with travel Concord, NH as needed

Salary: \$18-20/hour depending on skills and experience

About ORIS: The Organization for Refugee and Immigrant Success (ORIS) is an ethnic community-based nonprofit organization with the mission to aid in the resettlement of refugees and immigrants in New Hampshire by providing training, assistance, resources, and opportunities that promote self-sufficiency. The majority of ORIS's Board of Directors and staff are New Americans, representing eight countries and fluent in fifteen languages. ORIS's power lies in its cultural understanding, linguistic expertise, and first-hand knowledge of the immigrant experience. We offer a wide range of programs to support New Americans in our communities, including bridging case management, services for survivors of domestic violence, employment services, farmer training, food access, and youth enrichment.

Job Summary: The Bilingual Advocate will join ORIS's Healthy Families team. The Healthy Families Team provides culturally-specific services and educational outreach for New Hampshire's refugee and immigrant survivors of domestic violence, sexual assault, and/or trauma, and their families. The Advocate will work with clients to provide resources and services that address their safety, economic, housing, and social needs. This direct service position will be responsible for conducting client outreach, delivering support and case management, hosting workshops, making home visits, and facilitating appropriate referrals for clients based on best practices in the context of the survivor's culture and language. The Advocate should have significant professional or life experience working with diverse communities, including communities with limited English proficiency, and responding to clients facing domestic violence, sexual assault, and/or trauma.

Responsibilities:

- Provide culturally-appropriate direct assistance and support to clients who are survivors of domestic violence, sexual assault, and/or trauma in their primary language.
- Deliver bridging case management to address the client's individual needs, including employment, housing, adult education, public benefit assistance, mental health services, and legal resources, among others.
- Conduct bilingual/bicultural message development, outreach, and public education with organizations and ethnic community leaders and elders.
- Maintain and develop knowledge and skills in best practices, safety planning, consent and confidentiality, trauma-informed survivor assistance, and provider self-care, among other topics, by participating in training and staying informed about new trends in the field.
- Carry out services in accordance with best practices around consent, confidentiality, and data management.
- Consistently maintain records of services provided in ORIS's confidential client database and through regular written reports.
- Participate in regular case review with the case management team and in ORIS staff meetings and other events as scheduled.
- Perform other duties and contribute to all-staff activities as assigned.

Required Qualifications:

- Experience working across multiple languages and cultures, particularly with refugees or immigrant populations with diverse cultural and socioeconomic backgrounds.
- 1-2 years of experience in the human services sector, with a minimum of 1 year of professional experience in direct service for diverse communities; direct experience with victims of domestic violence, sexual assault, and/or trauma preferred.
- Excellent written and verbal communication skills; able to communicate effectively and respectfully with clients with varying beliefs, behaviors, orientations, identities, and cultural backgrounds.
- Ability to effectively and efficiently document and report on activities; excellent organizational skills and attention to detail.

- Ability to be self-directed, motivated and an independent problem solver.
- Valid driver's license with a clean driving record and reliable private vehicle. Travel around Manchester and Concord, NH is essential.
- Availability to work a flexible schedule, including evenings and weekends, if needed.
- Proficiency in a language spoken by ORIS's New American clients is required (Somali, Swahili, Lingala, Kinyarwanda, or Kirundi preferred).

Physical Requirements: The ability to sit and work in an office setting for extended periods of time is required to execute job responsibilities. Much of the work takes place in the community, including home visits with clients, and workplace meetings with employers. Reliable transportation is required, as is strict adherence to CDC and New Hampshire Department of Health and Human Services guidelines around preventing the spread of COVID-19.

How to Apply: Interested applicants should send a cover letter and resume to efiliano@refugeesuccess.org. Applications will be reviewed on a rolling basis. ORIS is an equal opportunity employer.