



Job: Latinx Services Manager

Reports to: Director of Education & Outreach

Classification: Full-time, exempt from FLSA

Position Summary: The Latinx Services Manager manages services for Spanish-speaking, immigrant, and linguistically diverse survivors of domestic violence and conducts community outreach with and in support of these communities. This position requires a fluent bilingual (Spanish/English) staff member.

Work Conditions: Hybrid work from home (1-2 days) and in-office in Chapel Hill (3-4 days) is required for this position based on staffing needs. Participation in 24-hour crisis line rotation as assigned; occasional evening or weekend hours may be required for outreach or other events (time flexed as needed).

Benefits: 100% paid health, vision and dental insurance (no employee contribution required). 5 weeks paid time off, additional paid day off each month, 14 paid holidays per year. Paid parental leave, paid safe leave (domestic violence/sexual assault/stalking) and short-term disability benefits. Option to participate in 403(b) Retirement Savings Plan.

Salary: \$46,500 base salary. Additional pay for overnight/weekend primary on-call crisis line rotation (approx \$3,000-\$4,500/year).

Essential Job Duties and Responsibilities

Domestic Violence Client Services

- Provide direct domestic violence crisis services to both English- and Spanish-speaking survivors and help coordinate services for survivors who communicate in languages other than English.
- Provide direct assistance and follow-up with survivors of domestic violence over the phone and in-person at our office during business hours as part of program team rotation.
- Provide on-call primary support for holiday/overnight/weekend crisis line (additional pay for primary shifts).
- Partner with Support Group Manager to coordinate and implement groups and workshops for Spanish-speaking survivors; facilitate occasional groups and workshops.
- Develop and update agency materials for Spanish-speaking survivors.

Volunteer/Intern Management

- Recruit, train and supervise volunteers or interns as needed or desired to support program needs.
- Support training and supervision of bilingual group facilitators as needed.

Outreach

- Assist with community outreach and training efforts in and around Orange County to audiences who are, or who work with, Spanish-speaking survivors and/or other linguistically diverse communities.
- Contribute to coordinated community response efforts for Spanish-speaking and linguistically diverse survivors.

Administration

- Prepare program data and/or report(s) as needed.
- Timely and consistent attendance at staff and program meetings.
- Maintain documentation of all client contacts and participate in program evaluation.
- Other activities as assigned by supervisor.

Qualifications

Required:

- Bilingual in English and Spanish (spoken and written)
- 1-2 years of experience working with survivors of violence or an underserved population in a crisis setting, or an equivalent combination of education and work experience
- Working knowledge of unique barriers faced by immigrants and linguistically diverse communities
- Comfort and experience with public speaking/community outreach
- Cultural humility and commitment to working with diverse groups

Preferred:

- Prior experience managing volunteers/interns
- Familiarity and/or previous experience with support group/workshop facilitation

We actively encourage diverse candidates to apply, especially those who are Black and/or Indigenous People of Color, Women and gender minorities, people with lived experience of domestic violence and/or housing instability and people with disabilities and/or neurodivergence. Compass Center provides equal employment opportunities to all employees and applicants for employment without regard to race, ethnicity, color, religion, age, gender identity or expression, sexual orientation, disability, appearance, class, body size, partnership status, parenting and/or pregnancy status, genetic information, national origin, or veteran status.

To apply: send a cover letter, resume and three professional references to employment@compassctr.org and include the job title in the subject line. No phone calls please.