

**Job Title:** Bilingual Resource Navigator

**Status:** Full Time, Non-exempt

**Reports To:** Resource Manager

### **About The Blue Bench**

At The Blue Bench, our mission is to eliminate sexual assault and diminish the impact it has on individuals, their loved ones and our community through comprehensive issue advocacy, prevention, and care. Our hope is to one day live in a world where sexual assault no longer exists; where there are no more victims, friends and families suffering in its wake. This is what inspires our efforts. And until that day comes, our work is not complete. Inspired by the courage of one another – as survivors, activists, advocates and community leaders, The Blue Bench has helped hundreds of thousands of Denver-area individuals find the courage to move from victim to survivor.

### **Job Purpose**

The Blue Bench is seeking a bilingual resource navigator to join our team. As a member of the Client Services Team, the bilingual resource navigator serves as an advocate for individuals impacted by sexual assault by responding to calls on the Resource Line, assessing for need and offering non-judgmental emotional support, crisis stabilization, information, and referrals, with a particular emphasis on Latinx communities. The Resource Line is our single point of entry for clients and others seeking support, information, and referrals. It is essential that those individuals reaching out are met with compassion and care. The bilingual resource navigator greets all guests and is a welcoming first point of contact for all that come to The Blue Bench.

The ideal candidate is a trauma informed and compassionate advocate, who is passionate about providing emotional support to survivors, while helping them navigate their immediate and longer-term needs, and connecting them to appropriate services. They are able to stay centered and focused in the midst of high emotion, remain survivor-centered while staying aligned with the mission of the agency, be flexible and adaptable, and have a strong commitment to anti-racism and anti-oppression values.

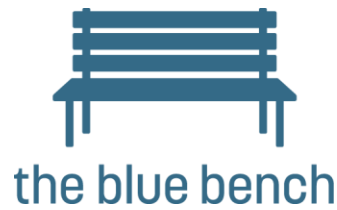
### **Essential Duties & Responsibilities**

#### **Direct Services**

- Respond to calls/inquiries on the Resource Line in a trauma informed and timely manner,
- Provide initial outreach to clients that come through referrals and/or hospital response
- Assess needs of caller/inquiry, and provide individual crisis stabilization, immediate support, information and/or referrals
- Provide back-up on-call support for the hotline and hospital response
- Provide in-person and phone-based customer service to clients and community partners
- Be available to provide services in Spanish, to occasionally include minor interpretive services.

Ending sexual assault through prevention & care

PO Box 18951, Denver, Colorado 80218 Phone: 303.329.9922 [thebluebench.org](http://thebluebench.org)



#### Administrative/Outreach

- Engage in community networking and outreach to build partnerships and help ensure resources are trauma-informed, accessible, and culturally responsive, with a particular emphasis on Latinx communities
- Maintain Client Services referral/resource guide, and establish new resources as needed
- Maintain Resource Line spreadsheet and records according to the agency's ethical and legal standards
- Occasionally support with minor translation services for Spanish material.

#### Life of the Organization

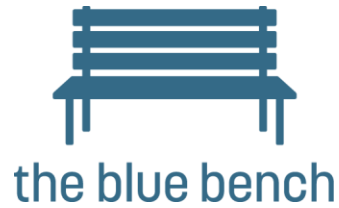
- Fully participate in organizational activities including staff meetings and learning times
- Serve as a member of the Client Services and Advocacy Teams, with a collaborative approach to problem solving

#### Job Qualifications, Knowledge, Skills, and Abilities

- Bi-lingual skills in English and Spanish required
- Experience in crisis response, customer service and/or victim advocacy
- Bachelor's degree from an accredited college or university with major coursework in human services, social work, psychology, counseling, sociology, or related field/experience
- Understands and values equity as an organizational operating principle and is committed to continued learning on issues related to justice, diversity, equity, and inclusion
- Professional and/or lived experience with cultural influences on behavior in multicultural communities, with a particular emphasis on Latinx communities. Must be open to working with diverse populations
- Able to quickly establish rapport with callers and offer emotional support and crisis management for individuals impacted by sexual assault
- Have an understanding of the issues surrounding sexual assault
- Able to establish and maintain community partnerships and survivor resources
- Experience collaborating with external partners and within a team setting
- Organized, effective problem solver

#### Compensation

This is a full-time non-exempt position, and the rate of pay is \$18.50 - \$21.50 per hour. Rate of pay is negotiable based on experience and qualifications.



The Blue Bench is an equal opportunity employer and dedicated to a policy of non-discrimination and equal opportunity for all employees and qualified applicants. People with disabilities, people of color, indigenous people, and LGBTQ candidates are strongly encouraged to apply.

### **Benefits**

The Blue Bench offers a comprehensive benefit package including \$300 employer contribution towards fully-funded medical plans, paid base dental, paid life insurance and long-term disability, as well as vision, short-term, and supplemental coverage options. We also offer generous paid vacation and sick/wellness time, and paid holiday leave that includes an end of year break between Christmas and New Year's.

To apply, please submit a cover letter, resume, and three professional references to [jobs@thebluebench.org](mailto:jobs@thebluebench.org) and include "Bilingual Resource Navigator" in the subject line.