



## **Bilingual Resource Advocate Job Description**

**Full-time** – 40 hours a week, Monday – Friday, flexible schedule (typically 9am-5pm) with some periodic evenings and some seldom weekends required.

**Start date** – Immediate opening

**Salary:** \$18-\$20 based on experience

### **General Job Statement:**

Bilingual Resource Advocate will assist Casa Guadalupe Education Center's Spanish speaking, Latino clients who are seeking assistance and resources in Washington County. Will work closely with Casa Guadalupe's Executive Director and staff, as well as local community resources and health and social service collaborators, to help ensure client requests and needs are being satisfied. Will help fulfill Casa Guadalupe's mission to be the bridge of integration to Latinos and the communities in which they live through education and community access.

### **Requirements:**

- Bilingual proficiency in Spanish
- Proficient with Microsoft Office
- Ability to work flexible hours
- Ability to work independently and as a team player
- Strong verbal and written communication and time management skills
- Detail oriented and able to manage multiple tasks simultaneously and reach deadlines
- Maintain a high degree of professionalism with sound judgement
- Verifiable good driving record, reliable transportation and proof of insurance

### **Desired Skills:**

- Associate's Degree or similar qualifications
- Experience with English-Spanish translation/interpretation
- Cultural competence and the ability to interact with diverse populations / knowledge of Hispanic/Latino culture
- Ability to maintain the highest level of confidentiality

### **Key Responsibilities:**

- Gather data from community members over the phone or via paper / electronic surveys.
- Respond to phone calls and messages from clients and help identify individual and community needs.
- Help clients to utilize various community resources, scheduling appointments, assisting with the completion of applications/forms for various programs, and facilitates navigation and referral services including but not limited to the county's health and human services systems.
- Provide interpretation and translation services for clients when needed.
- Follow up with clients to ensure resources have been accessed.

*\*Employee to be hired "at will", with a 90 day probationary period.*

- Maintain data and record keeping as required, document activities and results in an effective manner.
- Provide support and assistance to health fairs, focus groups, and other health related activities in West Bend, Hartford and throughout Washington County. Expand community-based partnerships, build relationships, and interact with local health and social service providers.
- Help contribute to quarterly and end-of-year reports for Froedtert and United Way of Washington County, our primary funders of this position.
- All other duties as assigned by Executive Director when required for the smooth operation of the organization.

Benefits include paid mileage and access to additional benefits (short-term and long-term disability, cancer protections, etc.) through Aflac.

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