

Bilingual Intake Specialist

JOB CODE: LR007

Schedule: Full Time, Flexible schedule required

Work Status: Regular

Salary: Starting at \$17.00, based on experience

Location: Milwaukee, WI

Why Choose UAMOS? You can make a positive difference in the lives of those who need it the most!

Programs and services provided by UAMOS are divided into three major divisions: workforce development, child development, and social services, which include farm labor housing, Teen Tobacco Prevention, HIV prevention services, domestic violence, sexual assault and human trafficking supportive services, home energy assistance, food pantry, farm labor housing and after school programs. In addition to these programs, UAMOS sponsors and organizes a number of corporate, cultural and community events in Wisconsin. Currently, UAMOS operates 40+ programs in several states.

Benefits Include:

Full-time employees receive Paid Time Off; 12 Paid Holidays; Health, Dental, and Vision Insurance; Short-Term and Long-Term Disability Insurance; Life Insurance, Accidental Death & Dismemberment (AD&D) insurance; Retirement plan options (401(k) and/or ROTH IRA

Are you searching for a meaningful and fulfilling career centered around helping others? We have a wonderful opportunity available!

As a Bilingual Intake Specialist, you will provide crisis intervention response to individuals impacted by domestic violence and/or sexual assault.

Crisis intervention response includes providing medical accompaniment for victims referred by hospitals and/or healthcare clinics and provides legal accompaniment for clients who report incidents of violence to law enforcement and during law enforcement interviews. The Bilingual Intake Specialist Advocate will conduct assessments to determine immediate needs such as safety planning, file restraining orders, safety planning, emergency shelter/lodging, food, and refer to community resources. The Bilingual Intake Specialist will respond to incoming crisis calls and will work closely with the Latina Resource Center Community Outreach Worker to assist with training and managing the crisis line volunteers schedules. This position will mobilize to meet clients in hospital emergency rooms, social service agencies, schools, healthcare clinics and other sites where clients require crisis response.

Primary Responsibilities:

1. Provide face to face, phone and/or virtual crisis intervention to individuals impacted by domestic violence and sexual assault.
2. Provide onsite crisis response, conduct safety planning and assist victims to secure resources to increase safety
3. Conduct client intake and provide emotional support
4. Secure emergency shelter and/or emergency lodging for victims
5. Provide legal advocacy and accompaniment with filing incidents of domestic violence and/or sexual assault to law enforcement
6. Provide medical accompaniment as needed to victims of domestic violence and/or sexual assault
7. Prepare and submit Emergency Restraining Order referral and supporting documentation to LRC Lead Victim Advocate
8. Attend Milwaukee Police Department Crime Analysis monthly meetings
9. Assist with coordinating volunteer trainings, volunteer schedules and crisis response reporting documentation
10. Will participate in weekly Latina Resource Center team client case reviews, and monthly advocate meetings
11. Refer clients to other services or state agencies to address their individual needs; refer clients to other UMOs programs or sites as warranted.
12. Maintain all record keeping files, answers and relays calls and messages, follow-up of recipients in a professional manner.
13. Ensure timely data entry of services and submit complete and accurate reports, including but not limited to Excel, Osnum database
- 14) Compile monthly reports of activities regarding progress, barriers, success, and solutions
- 15) Adhere to all applicable federal and state laws, including but not limited to those

Qualifications:

- 1) Bilingual in Spanish and English (**Required Oral and Written**)
- 2) Minimum of a High School Diploma (or equivalent) supplemented by two years of post-secondary education, in a relevant field. Note: Additional years of work experience in a relevant field can be substituted for one year of education
- 3) At least one-year experience working in human social services or related field and/or working with victims of domestic violence, sexual assault, children exposed to domestic violence.
- 4) Able to demonstrate case management techniques; effectively utilizing a complex service delivery system
- 5) Ability and willingness to travel and work non-standard and evening hours
- 6) Able to maintain and utilize client's confidential information to assist individuals in the referral and placement process.
- 7) Must have a car and adequate car insurance and able to travel and work irregular hours.
- 8) Employment with UMOs is contingent upon successful completion of a criminal background check prior to employment

UMOS

Building Better Futures

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