



# SEPA Mujer

SERVICIOS PARA EL AVANCE DE LA MUJER  
SERVICES FOR THE ADVANCEMENT OF WOMEN

FULL TIME

BILINGUAL CASE MANAGER/HOTLINE SUPERVISOR

**Background:**

Since 1993, SEPA Mujer has provided safe spaces for empowerment, leadership development, civic engagement and legal assistance as the only Latina Rights Organization dedicated to social change, women's rights and immigrant rights. In 2019 SEPA Mujer formally developed our program services for victims of gender-based violence, hate crimes, wage theft/exploitation and gang violence.

**Position Summary:**

The Case Manager/Hotline Supervisor plays a vital role in SEPA Mujer's services to survivors of crime including domestic and sexual violence, hate crimes, wage theft/exploitation and gang violence. The Case Manager/Hotline Supervisor will help Latinas who have called our Ayuda Latina crime victim hotline connect with SEPA Mujer's legal immigration case relief services, counseling and crime victims compensation applications. She/he will help victims identify other needed appropriate external follow-up services such as counseling, legal advocacy and other services, and will help victims make linkages to those agencies. As the supervisor of *Ayuda Latina*, SEPA Mujer's 24 hours per

day, 7 days per week crime victims hotline, the candidate will recruit and train volunteers, monitoring phone system transfer to hotline volunteers, create monthly hotline schedules, address volunteer concerns as they arise and providing monthly supervision meetings. Ongoing demonstration of volunteer appreciation is vital.

**Essential Responsibilities:**

- Work with all OVS project team members, other SEPA Mujer staff members, and volunteers to ensure effective services for crime survivors.
- Recruit, interview and supervise hotline workers
- Participate and/or conduct 40-hour volunteer hotline worker training
- Conduct intake assessment for crime survivors
- Assist survivors in applying for crime victims compensation
- Vet and make warm relationships with referral agencies
- Create warm linkages for clients to referral agencies
- Accompany crime survivors to police precincts, and District Attorney's offices as needed
- Participate in supervision, team meetings and staff meetings as requested.
- Maintain all required program statistics and assist with reporting to the funding source
- Maintain accurate project time tracking
- Maintain scheduling on hotline phone transfer system

**Education/certification, knowledge, skills, and abilities required:**

- Bachelor's degree in a human service field preferred
- Bilingual Spanish/English is required
- Experience working with survivors of crimes is preferred, but SEPA Mujer is willing to provide training
- Demonstrated understanding of the experiences of Latina immigrants
- Must have that rare combination of wanting to work with people but being detailed-oriented too
- Can build warm, supportive relationships
- Experience as a volunteer or working with volunteers preferred
- Valid driver's license and reliable car; willing to travel within Suffolk County
- Available to work evenings and weekends when needed;

- Computer skills, including word processing, databases, excel, and PowerPoint.
- Required to be fully vaccinated with an FDA-approved COVID-19 vaccine prior to the first day of employment.

#### Full Time Schedule

START DATE: March 14th, 2022

APPLICATION DEADLINE: February 28, 2022

EDUCATION: Bachelor's Degree Preferred

PROFESSIONAL LEVEL: Professional

SALARY: USD \$45,000 - USD \$50,000 / year

BENEFITS:

Health Insurance

Vision and Dental Insurance

Paid time off

Parental leave

Flexible Spending Account (FSA)

Level of Language Proficiency: Spanish/English

Location: ON-SITE; some travel

110 N Ocean Ave, Patchogue, NY 11772, USA

#### **Send Cover Letter and Resume to:**

**E-mail:** [jobs@sepamujer.org](mailto:jobs@sepamujer.org)

**For more info:** (631) 980-2555 / [sepamujer.org](http://sepamujer.org)

***SEPA Mujer, Inc. does not discriminate on the basis of race, color, religion, sex, national origin, disability or sexual orientation.***

*This job description will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*