

## Haven House Services Job Description

<b>Title:</b> Bilingual Specialist	<b>FLSA Status:</b> Non-exempt	<b>Employment Status:</b> Full-time
<b>Reports To:</b> Director of Intervention and Diversion Programs/Chief Financial Officer	<b>Department:</b> Diversion/Intervention/Administrative	<b>Last Evaluated:</b> 1/7/2020
<b>Location:</b> Cabarrus Street	<b>Supervisory Responsibilities:</b> None	
<b>Summary</b> Provides administrative support and program interpreting and translation services to youth, families and staff.		
<b>Specific position duties and responsibilities:</b>		
<b>Bilingual Administrative Support</b>		
<ul style="list-style-type: none"> <li>• Provides reception for the agency: answers and directs phone calls, greets, assists and directs all visitors as appropriate</li> <li>• Provides administrative bilingual assistance as needed</li> <li>• Coordinates work schedule to ensure coverage, within defined parameters, with administrative team and supervisor approval</li> <li>• Assists with other administrative tasks as assigned</li> </ul>		
<b>Bilingual Services</b>		
<ul style="list-style-type: none"> <li>• Assists program staff in working with Spanish speaking youth and families by translating Spanish to English and vice versa.</li> <li>• Assist in communication efforts with families, youth and staff in providing bilingual support with intakes, assessments and service planning.</li> <li>• Assists with translation services of written program materials for service recipients and agency materials</li> <li>• Assists program staff with phone calls for scheduling purposes, aftercare, general, etc.</li> <li>• Respects the client rights of youth and families by only translating and not providing case management</li> <li>• Models positive behavior to youth and families while providing translation services</li> </ul>		
<b>General agency duties and responsibilities:</b>		
<ul style="list-style-type: none"> <li>• Completes all required trainings</li> <li>• Participates in agency outreach and fundraising events</li> <li>• Demonstrates a willingness to assist in other agency programs as needed</li> <li>• Acts as a custodian and demonstrates responsible and ethical use of agency property and facilities</li> <li>• Displays sensitivity to the service population's cultural and socioeconomic characteristics</li> <li>• Strives to embody the agency's Code of Ethics while working towards the agency's Mission</li> <li>• Learns and demonstrates Agency-wide Competencies including the areas of consumer and community relationships, continuous individual and agency-wide improvement, vision and purpose, respect and teamwork and positive leadership</li> <li>• Learns, develops, and models Positive Youth Development core competencies resulting in capacity to contribute to the mission of Haven House Services and be a resource to our youth and families, other partner organizations, and our community</li> <li>• Other duties as assigned</li> </ul>		
<b>Minimum qualifications:</b>		
<ul style="list-style-type: none"> <li>• Bachelor's degree in a human service field from an accredited institution</li> <li>• Two years of related experience working with target population or</li> <li>• Combination of education and experience that meets position requirements</li> </ul>		
<b>Knowledge, skills and abilities:</b>		
<ul style="list-style-type: none"> <li>• Strong written and verbal fluency in Spanish.</li> </ul>		
<b>Other requirements:</b>		
<ul style="list-style-type: none"> <li>• Valid North Carolina Driver's License and satisfactory driving record</li> </ul>		

- Personal vehicle for use in conducting home visits and/or transporting clients in the event agency vehicles aren't available
- Proof of current/valid car insurance
- Acceptable background report
- Negative drug screen results

**Work environment:**

- Evening and weekend hours required as needed
- Culture of care and wellness in the office
- Potential exposure to bloodborne and/or airborne pathogens

**Employee printed name:** \_\_\_\_\_

**Employee signature/date:** \_\_\_\_\_

**Supervisor printed name/date:** \_\_\_\_\_

**Supervisor signature/date:** \_\_\_\_\_