



## **REFUGEE, IMMIGRANT, & LIMITED ENGLISH PROFICIENCY (RIL) OUTREACH SPECIALIST**

**About the agency.** Women's Center & Shelter of Greater Pittsburgh (WC&S) is a comprehensive domestic violence program annually serving over 7,500 adult and child survivors of domestic violence & facilitating an intervention program to over 500 people who are abusive. We are advocates, grounded in fostering a community of safety, healing, and empowerment for anyone affected by domestic violence. Our mission is to strengthen our ability to meet the individual and evolving needs of those affected by domestic violence by investing in the growth of our people, deepening community engagement, and amplifying the voices of all survivors. All staff learn about and support the organization's mission, vision, and values of Safety, Uplifting Others, Compassion, Courage, Equity, Survivor-Centered Advocacy, and Stewardship (SUCCESS).

**About the role.** As a Refugee, Immigrant, & Limited English Proficiency (RIL) Outreach Specialist, you will strengthen and expand WC&S services for immigrants, refugees, and those with limited English proficiency by building and reinforcing connections, collaborations, and partnerships with external community entities, while concurrently ensuring that WC&S services are responsive, culturally sensitive, high-quality, and reach additional RIL clients. Additionally, the RIL Outreach Specialist uses bilingual or multilingual skills to serve victims of domestic violence onsite at WC&S, and offsite at partner organizations.

This role provides you with the opportunity to showcase your bilingual/multilingual fluency skills, training and presentation competency, systems advocacy skills, and the ability to contribute to the organization's mission in a variety of ways. The successful candidate will have previous direct service experience with diverse populations, and is fluent in English and at least one other language. If you are comfortable building and maintaining professional relationships, working independently and as a team member, and are passionate about working with populations experiencing intimate partner violence, we are eager to hear from you. WC&S will offer you an environment that provides endless opportunities to advance your knowledge, skills, and abilities.

### **Here's what you will do:**

- Provide trauma-informed domestic violence intervention, advocacy, and support services using the J.A.R.S. (Justice/Autonomy/Restoration/Safety) and Sanctuary models
- Proactively form and maintain partnerships with community organizations serving refugees, immigrants, and clients with limited English proficiency
- Offer and facilitate/co-facilitate weekly onsite and offsite support groups, and provide individual counseling in multiple locations
- Build relationships with RIL-serving organizations, and provide trainings as requested to these external organizations about WC&S and RIL Team services
- Facilitate/co-facilitate ten (10) hours of annual trainings to all WC&S staff on cultural sensitivity, in collaboration with WC&S' Training, Mentoring, & Compliance Manager and RIL Specialist



- Represent WC&S on external RIL-serving committees (e.g., City, County, etc.) as needed
- Meet regularly with supervisor and RIL Team members to review and discuss issues and opportunities related to services, and to receive/prioritize project tasks
- The position requires being available Monday through Friday during normal business hours, with evenings/weekends as needed
- Perform other duties as assigned by supervisor

#### **Here's what we are looking for:**

- Bachelor's degree in social sciences field preferred (commensurate experience will be considered)
- **Bilingual or multilingual fluency required**, with effective verbal and written fluency in English and at least one other language (languages most commonly spoken among our clients in the Pittsburgh area are preferred, including Spanish, Nepali, French, Arabic, Swahili, Mandarin, Somali, Korean, and/or Russian)
- Previous direct service experience with immigrants, refugees, or individuals with limited English proficiency required
- Past training experience preferred, ideally on topics of domestic violence, immigration, or related issues
- Effective presentation, verbal, written, and interpersonal communication skills
- Ability to work independently and as team member, and comfortable with autonomy and directing own projects
- Attention to detail and ability to prioritize and follow through effectively
- A demonstration of the understanding of abusive family dynamics, including intimate partner violence, cycle of abuse, power and control dynamic, cultural diversity issues, and child abuse and neglect
- Ability to establish healthy boundaries, trust, respect and rapport with others
- Ability to understand and adhere to strict confidentiality and safety procedures
- Strong command of general technology, including, but not limited to, Microsoft Office Suite is required; familiarity and understanding of information technology, including Salesforce, Tableau, and Teams strongly preferred
- Desire to work in an organization committed to diversity, equity, and inclusion as part of its values
- Act 33/34 and FBI Clearances required

**About the benefits.** WC&S offers a comprehensive and competitive benefits package, including generous paid time off; health, vision, and dental insurance; short-term and long-term disability coverage; group life insurance; retirement plan; Flexible Spending Account; Employee Assistance Program; paid training and professional development opportunities; and is a Public Service [Student] Loan Forgiveness (PSLF) eligible employer.

WC&S is an equal opportunity employer and is committed to ensuring that both applicants and employees are treated without discrimination on the basis of race, color, gender identity expression, national origin, age, religion,



disability status, sexual orientation/identity, citizenship status, veteran status, marital status, or any other protected characteristic. We are committed to providing an inclusive and welcoming environment for all.

**TO APPLY:**

To ensure consideration for an interview, please send a resume and cover letter via email with the subject line "RIL Outreach Specialist" to [careers@wcpittsburgh.org](mailto:careers@wcpittsburgh.org).