



AFSSA
ASIAN FAMILY SUPPORT SERVICES OF AUSTIN

Program Associate – Direct Service

Position Summary:

Started in 1992, *Asian Family Support Services of Austin* is a non-profit organization that helps and empowers Asian survivors of domestic violence, sexual violence and human trafficking, improves their access to services and increases community awareness of various forms of gender-based violence and oppression. Our mission is to promote abuse-free Asian communities through advocacy, support, awareness and access to social services.

AFSSA is committed to providing the highest quality, client centered and strength based services. The *Program Associate* will be responsible for providing culturally-grounded and trauma-informed supportive client services for Asian and immigrant survivors of domestic violence, sexual violence and sex trafficking. Holistic services provided will consider cultural, language and religious dynamics that are traditional barriers to the Asian and immigrant community in fully utilizing available community resources to ensure safety and well-being.

This position will directly report to the *Crisis Program Manager*.

Essential Job Functions:

- Provide strengths-based comprehensive and confidential culturally-grounded, trauma-informed interventions and support for children, individuals and families impacted by sexual violence/domestic violence/sex trafficking
- Help identify the strengths and needs of clients while establishing a holistic individualized case plan and provide ongoing advocacy-based case management services to support survivor in identifying needs and options within the framework of their cultural milieu, abilities, and support network
- Provide advocacy to clients accessing legal, medical and other services as necessary throughout various system interactions
- Work closely with other AFSSA Direct Service staff as well as partner service providers to ensure continuum of supportive services for client
- Maintain proper client files in agency database, statistics and intake forms including bio-psycho-social-spiritual assessments, individual case plans and/or reports; ensure all files are complete and up-to-date
- Participate in the on-call rotation for Hospital Accompaniment as scheduled
- Assist with the agency hotline and provide support, safety planning and other crisis related services during and outside of office hours
- Participate in Austin area coalitions and task forces to build alliances and partnerships with community based organizations to increase access to support services for clients
- Attend various agency meetings as required including staff, direct service and supervision meetings
- Incorporate the use of trained Direct Service volunteers into direct or support work with clients
- Adhere to all agency, state and federal policies and regulations including confidentiality
- Perform other programmatic and agency duties as assigned



AFSSA
ASIAN FAMILY SUPPORT SERVICES OF AUSTIN

Required knowledge, abilities, and skills:

- Bachelor's degree in Counseling, Criminal Justice, Social Work, Public Health, Psychology or other related field or minimum 2-year experience in nonprofit work
- Experience in trauma-informed service provision
- Knowledge of culturally-grounded service provision to traditionally underserved populations
- Knowledge of Asian cultures, respect for all cultures, and ability to interact with diverse groups
- Strong familiarity with one or more Asian languages
- Knowledge of local Austin-area community resources
- Knowledge of gender-based violence issues and their impact on individuals and families and experience working with individuals who have experienced trauma
- Knowledge and proficiency in the use of computers, internet searches, smartphone devices and other primary software packages
- Must have own transportation to travel frequently within the metropolitan area
- Ability to maintain effective relationships with staff, volunteers, community and national partners
- Ability to plan and organize work in an effective and timely manner
- Ability to maintain flexible schedule in accordance with program needs

Specifications:

- This position is grant dependent
- 40 hours per week, including evenings and weekend commitments
- Salary range \$30,000-32,000 plus health benefits
- Valid U.S. work permit required

Please send cover letter and resume to AFSSA at info@afssaustin.org or P.O. Box 14234, Austin, TX 78761. For more information, visit www.afssaustin.org. **No phone inquiries.**

AFSSA is an equal opportunity employer and does not discriminate on the basis of age, sex, race, language, ethnicity, religion, national origin, gender, gender expression, gender identity, marital status, sexual orientation, or status as a veteran with a disability.