



Our mission is to “Build the capacities of Black and Brown Advocates and communities to end violence against womyn, queer and trans folks, and young people.”

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**Job Title: Hmong Helpline Advocate**

**Location:** WI, Remote & in-person as needed for mobile advocacy.

**Employment Type:** Full-time, exempt

**Salary:** \$50,000

**About Black and Brown Womyn Power Coalition, Inc.:**

Black and Brown Womyn Power Coalition, Inc. (BBWPC) is a statewide radical feminist non-profit that organizes with Black and Brown advocates and their communities across the state of Wisconsin. Our mission is to build the capacity of Black and Brown advocates and their communities to end violence against womyn, queer, and trans folx and young people. Through leadership development, technical assistance services, building of strong, connected, and supported networks, and being visible we will build a radical BIPOC womyn, Queer, and Femme led feminist movement in Wisconsin to end gender-based violence.

**Position Description**

BBWPC is seeking a compassionate, resourceful, and skilled **Hmong Helpline Advocate** to provide critical support and resources to individuals impacted by domestic violence and sexual assault. As the first point of contact for many survivors, the Hmong Helpline Advocate will play a vital role in offering emotional and peer support, safety planning, crisis intervention, and This position requires a compassionate listener who can effectively assess the needs of callers and connect them to appropriate resources through warm referrals as well as providing in-person services.

This role specifically seeks a candidate who is Hmong bicultural and proficient in the Hmong language to have quality services for the needs of Hmong survivors and their families. The Hmong Helpline Advocate will provide culturally relevant support and ensure that language is not a barrier to accessing services. Through their understanding of Hmong cultural norms and values, the advocate will help build trusted meaningful connections with survivors in a culturally competent and respectful manner.

Beyond helpline support, the Hmong Helpline Advocate will also provide in-person mobile advocacy and co-advocacy when necessary, accompanying survivors to locations such as hospitals, law enforcement agencies, or court appointments. The advocate will ensure survivors feel supported and empowered as they navigate complex systems and make decisions about their safety and well-being.

The ideal candidate will have a deep understanding of trauma-informed care and cultural competency and a strong commitment to creating a safe, empowering space for all survivors. This role is essential in helping survivors regain a sense of control, access life-saving resources, and rebuild their lives with dignity and respect.

### **Helpline Support**

- Answer helpline calls, texts, emails, and messages promptly and provide survivor-centered, culturally specific counseling and crisis intervention.
- Assess immediate safety needs and work collaboratively with clients to develop safety plans as appropriate.
- Provide accurate and supportive information about available resources and services.

### **Crisis Intervention and Advocacy**

- Respond to crises with compassion, offering stabilization, emotional support, and validation.
- Conduct warm referrals to community resources, including shelters, legal aid, medical services, and counseling.
- Provide mobile, in-person advocacy to support survivors at locations such as hospitals, law enforcement agencies, or shelters, as needed.

### **Documentation and Reporting**

- Maintain accurate and confidential records of all helpline contacts and advocacy services provided.
- Complete required documentation in compliance with organizational policies and funding requirements.

### **Outreach and Community Engagement**

- Build and maintain relationships with community partners to ensure effective referrals and collaboration.
- Participate in outreach efforts to increase awareness of helpline services within the community.

### **Professional Development**

- Attend regular training and supervision to enhance skills in crisis intervention, trauma-informed care, and advocacy.
- Stay informed about best practices in domestic violence and sexual assault response.

### **Candidate Profile:**

- **Experience:**
  - Minimum of 1 year of experience working with survivors of domestic violence and/or sexual assault.
  - Experience in crisis intervention or helpline support is highly preferred.
  - Familiarity with domestic violence and sexual assault advocacy is highly desirable.
- **Skills:**
  - Strong active listening, problem-solving, and interpersonal communication skills.
  - Ability to remain calm and focused in high-pressure situations.
  - Excellent written and verbal communication abilities.
  - Proficiency in using technology for virtual events (e.g., Zoom, Streamyard, Facebook live) and project management tools.

- **Attributes:**

- Cultural competency and a deep understanding of issues affecting Black communities.
- Commitment to trauma-informed, survivor-centered, and culturally responsive advocacy.
- Willingness to be flexible and versatile in a changing work environment while maintaining effectiveness and efficiency.
- Ability to work independently and as part of a team.
- Flexibility to provide mobile advocacy outside of traditional office hours, as needed.
- A strong desire to learn and grow.

**Strong Candidate:**

- Experience working in or with advocacy organizations serving survivors of domestic violence and sexual assault.
- Knowledge of trauma-informed practices and survivor-centered approaches.
- Special interest in the movement to end gender-based violence in WI and have a sound analysis of gender-based violence in culturally specific Black and Brown communities.
- Demonstrated ability to work with Black and Brown people, womyn, and girls and queer and trans folx.
- Demonstrated ability and comfort with public speaking, training, teaching, facilitating and relationship building.
- Bicultural and bilingual in Hmong.
- Committed to the mission and vision of the Black and Brown Womyn Power Coalition, Inc. and its programs and services.

**Work Environment and Physical Demands**

- Work performed in an office setting or at a training course requires the ability to stand or sit for extended periods of time.
- Ability to travel across the state requires a valid driver's license, and proof of automobile insurance, which must be always current and on file.
- Must be able to exchange accurate information over the telephone, and/or online for virtual meetings.

**Compensation & Benefits:**

- Full time salaried \$50,000 annually
- Competitive benefits including 3 days of PTO, two weeks of vacation accumulation the first year, health reimbursement, self-care stipends and 3% 401K contribution.

**To Apply:** Please submit a letter of interest OR an audio/video in your preferred language explaining your interest with your resume and 3 references to [pa@bbwpcalition.org](mailto:pa@bbwpcalition.org)

Please email to [pa@bbwpcalition.org](mailto:pa@bbwpcalition.org) with any questions. The priority deadline to apply is January 24<sup>th</sup>, 2025.

**Equal Opportunity:** The Black and Brown Womyn Power, Inc. is an equal opportunity employer committed to a diverse work environment. People of color, people with disabilities, people of diverse sexual orientations, gender expressions, and identities are encouraged to apply

**Terminology:**

**Mobile Advocacy:** A survivor-centered model of advocacy in which an advocate provides flexible, on-the-go support to survivors of domestic violence, sexual assault, or other forms of trauma by traveling to meet them in locations that are convenient, safe, and accessible for the survivor. This approach prioritizes meeting survivors where they are—both physically and emotionally—and often serves as a bridge when culturally specific organizations or other service providers are temporarily unable to offer direct services. Mobile advocacy may include emotional support, safety planning, resource navigation, legal or medical accompaniment, and assistance with housing or other basic needs, all delivered in a manner that honors the survivor's cultural and personal context. This model is particularly effective in addressing barriers such as geographic isolation, lack of transportation, or gaps in culturally relevant services.

**Co-Advocacy:** The collaborative practice of building intentional connections and fostering strong relationships between organizations, advocates, and community-based service providers to ensure survivors receive holistic and comprehensive support. Co-advocacy involves sharing resources, knowledge, and networks to bridge service gaps and address the diverse and unique needs of survivors, particularly those from marginalized or underserved communities. By leveraging the strengths and expertise of multiple organizations, co-advocacy creates a more robust safety net that enhances access to culturally relevant, trauma-informed, and survivor-centered services. This approach also emphasizes mutual respect, trust, and a shared commitment to empowering survivors while honoring their autonomy and lived experiences. Examples of co-advocacy include collaborative safety planning, resource coordination, and joint efforts to address systemic barriers faced by survivors.

**Cultural Competency:** The ability to effectively and respectfully engage with individuals from diverse cultural backgrounds by understanding their history, values, beliefs, and traditions, while maintaining a commitment to ongoing learning as cultures evolve and change. Cultural competency goes beyond surface-level knowledge, requiring a deep awareness of how cultural and intersecting identities—such as race, ethnicity, gender, sexual orientation, ability, and socioeconomic status—shape an individual's experiences, perceptions, and responses to violence and trauma.

In the context of our work, being culturally competent means recognizing the complex ways systemic oppression, historical trauma, and cultural norms intersect with a survivor's lived experiences. It involves approaching advocacy with humility, actively challenging biases, and tailoring services to honor the survivor's cultural context. This includes understanding the role of family, community, and spiritual practices in healing, while addressing barriers rooted in cultural stigma or structural inequities. Ultimately, cultural competency is a dynamic and lifelong process that enhances our ability to provide survivor-centered, trauma-informed, and equitable support.