



## **Language Access VOCA and Courts Program Manager Job Announcement**

**Applications Due: December 1, 2023**

**Tentative Start Date: January 8, 2024**

### **POSITION SUMMARY:**

The Asian Pacific Institute on Gender-Based Violence (API-GBV) is searching for a Language Access VOCA and Courts Manager position to provide technical assistance and training to VOCA administrators, OVC grantees, and courts on ensuring trauma informed language access. This includes coordinating and delivering local and national training via in person and webinars, researching and developing tools and curricula on language access, culturally responsive trauma informed interpreting, providing support to interpreting skills building trainees, provide technical assistance to VOCA administrators, VOCA grant recipients and courts on Title VI compliance, language access planning, and enhancing accessibility and cultural responsiveness of services; develop and manage relationships with federal grant managers, specialists, national training and technical assistance providers, grant recipients, and stake holders. This position is primarily responsible for management and implementation of specific program objectives and activities.

The Interpretation Technical Assistance & Resource Center (ITARC) works to improve systems responses to LEP victims by providing technical assistance and training on the development and implementation of language accessible services. Technical assistance and training includes, but is not limited to: civil rights compliance and language access planning; interpreting for victims of domestic violence and sexual assault; and effectively working with interpreters.

With over 2000 language and dialects spoken throughout the world, the challenge of meeting the needs of survivors with limited-English proficiency is often insurmountable. For languages of lesser diffusion, including Asian and Pacific Islander languages, there are few or in some cases no interpreters with the requisite training, experience, and skills needed to interpret for survivors of domestic violence, sexual assault and trafficking. The lack of formal interpreting training programs in languages of lesser diffusion, particularly Asian and Pacific Islander languages, is one of the greatest barriers to meaningful access for survivors with the limited-English proficiency.

This position is a full-time (40 hours per week), exempt position. Our main office operations are currently located in Oakland, California with other staff working from various locations within the US. We currently have 11 board members and anticipate growing from 15 to 20 staff members over the next. This position can work remotely from outside the Bay Area while maintaining close communications to the team. Our ideal start date is **January 5, 2024**.

## **Essential Duties/Functions & Responsibilities:**

### **Program Implementation: (50%)**

- Implement program deliverables as specified through current funding agreements and organizational priorities.
- Provide technical assistance and training on language access planning and implementation, trauma informed language access, and effective use of interpreting and translation.
- Facilitate in-person and web-based trainings that are trauma-informed, focusing on language access in the courts and VOCA assistance and compensation.
- Adapt approach and TA/ presentations to specific audiences to optimize effective communication and delivery of information.
- Coordinate and support interpreting trainers & consultants.
- Research, develop, and adapt training resources and curricula.
- Develop and maintain national network of trauma informed interpreters.
- Coordinate regular support sessions for recipients of interpretation training.

### **Program Management & Oversight (25%)**

- Participate in stakeholder meetings to identify emerging trends and issues affecting language access and interpreting.
- Formulate solutions to issues encountered working within ambiguous situations/environments.
- Research and formulate quality work output and deliverables, dealing with a vast array of situations and requests.
- Contributes to strategy development and ensure quality work is produced and disseminated.
- Adept working within varying systems and ability to interact with stakeholders at all levels ranging from court systems/judicial advocates, law enforcement to grassroots organizations and funding agencies.
- Build solid working relationships within all types of organizations and apply the principles of justice, equity and inclusion to program development and implementation.
- Provide bilingual service to stakeholders, constituents and direct service providers.
- Provide supervision and guidance to relevant Program Coordinators.

### **Funder Development & Responsiveness: (25%)**

- Ensure compliance with grant and reporting deadlines for federal funders and foundation funders.
- Serve as the primary contact for funders, partners, and Language Access inquiries.
- Liaise and establish rapport and solid working relationships with funders and stakeholders.
- Work in accordance with cooperative agreements/contracts with funders.

- Collaborate with supervisor and relevant staff members to develop funding proposals.

### **QUALIFICATIONS:**

#### **Required Knowledge, Skills & Abilities:**

- Minimum 10 years of experience working with law enforcement, courts, community service providers, law school clinics, and/or attorneys and delivering technical assistance and training.
- Minimum 5 years of experience working on language access compliance and implementation for courts and VOCA assistance and/or compensation.
- Minimum 5 years of experience in language access and interpretation training and/or technical assistance; particularly in communities with Limited English Proficiency.
- Knowledge of the dynamics of domestic violence, sexual assault and/or other types of gender-based violence.
- Demonstrated experience managing staff and consultants for federal grants including in program planning, implementation, and coordination or equivalent experience in grant and program management.
- Knowledge of culturally responsive and trauma informed practices.
- Experience assisting victims and survivors through the criminal and civil justice system.
- Knowledge and experience of VOCA assistance and compensation programs.
- Interpersonal and organizational skills and ability to work with diverse groups of people, organizations, systems and multiple stakeholders.
- Demonstrated experience to work under pressure and meet deadlines.
- Comfortable working with ambiguity where parameters and solutions are not always defined.
- Ability to balance working both independently and as a team member; including with internal and external stakeholders.
- Strong writing and presentation skills and ability to adapt approach to effectively reach differing audiences.
- Ability to travel nationally (25% of time).

### **PREFERRED QUALIFICATIONS:**

- Bilingual and/or bi-literate in any language.
- Experience interpreting in criminal and civil settings.
- Highly adaptable in work style, approach and disseminating of information.
- Graduate degree or equivalent experience in domestic violence or related field.

### **GENERAL API-GBV STAFF ROLES:**

Along with all employees, the Manager is expected to:

- Foster an environment that promotes trust and cooperation among constituents and staff.
- Apply policies and procedures to ensure that the principles of API-GBV are implemented.
- Maintain confidentiality in accordance with federal, state, and local regulations and in accordance with professional codes of conduct.

- Is accountable for participation in decision making processes and understanding the outcomes.
- Understand the mission, values, and principles of API-GBV and applies them in work responsibilities.

### **ORGANIZATIONAL RELATIONSHIPS**

This role reports to Senior Program Manager, Language Access.

**Compensation: Starting salary range \$71,379-\$78,795 per annum (based on 40 hrs per week/100% FTE). We provide an excellent benefits package including medical, dental, vision, basic life and disability insurance, 401K and paid vacation/health & wellness time.**

**Contact:** Please send letter of interest, resume and the names and contact information of three (3) professional references in a **single PDF document** to [HR@api-gbv.org](mailto:HR@api-gbv.org) by December 2, 2022.

### **WORK ENVIRONMENT:**

While performing the responsibilities of the job, these work environment characteristics are representative of the environment the employee will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

- The office work environment consists of double occupancy offices or cubicles equipped with a desk and/or laptop computer.
- Travel work environments include meetings in hotel/conference facilities; and office meeting rooms.
- With airline travel, airport environments contain security scanners and procedures; handling checked or carry-on baggage; managing changing flight schedules; and/or changing planes on connecting flights.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In general, while performing the duties of this job, the employee is expected to stand; walk; sit; reach with hands and arms; and talk or hear.

- Must be able to clearly communicate with others to understand them and to be understood.
- Must be able to read and compose documents so that their intent is easily understood.
- Must be able to occasionally lift and/or move up to 20 pounds.
- Must be able to effectively use a computer and telephone to conduct business.
- Must be able to operate office equipment: telephones, copy, scanner and fax machines (and empty and load office dishwasher).
- Must be able to communicate over a telephone, and take notes.

- Must be able to attend in-person or web-based meetings, sitting, listening, and taking notes.
- Must be able to prepare documents, research data on websites, and work on computer (with mouse or track-pad), operations up to 8 hours per day.

**Travel Requirements** – Ability to travel nationally (25% of the time).

The above statements are not intended to encompass all functions and qualifications of this position; rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description.

**The Asian Pacific Institute on Gender-Based Violence is an equal opportunity employer. We strongly encourage and seek applications from people of color, including bilingual and bi-cultural individuals, as well as members of the lesbian, gay, bisexual and transgender communities. We are dedicated to providing a work environment free from discrimination and harassment, and where employees are treated with respect and dignity.**

**API-GBV strives for diverse, equitable, and inclusive work environment and does not discriminate on the basis of race, color, religion, creed, national origin, sex, age, (dis)ability, marital status, sexual orientation, gender identity, language, place of residence, political affiliation, veteran status, status regard to public assistance, or any other class protected by local, state, or federal law.**