

# Direct Service

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## Support Coordinator



Ingersoll Gender Center is one of our nation's oldest organizations by and for transgender and gender diverse communities. We are hiring a Direct Service Support Coordinator to support with critical aspects of our direct service programming this fall. This is an entry level, 40 hour a week full-time position that will start in October 2020 and run through December 31st, 2020. This position will report directly to our Program Director.

We strive to be intentional in our hiring processes; each time we're able to expand our staff we see it as an opportunity to interrupt the cycles of economic injustice that bar our communities from accessing employment, building skills and investing in the leadership development of our own communities. With that in mind we prioritize applicants that have first hand experience in navigating the oppressive systems that trans people face.

Think you may be the amazing human we're looking for? Take a look down below at what you can expect from our workspace and team, the experiences we're looking for, the responsibilities of the role, compensation and benefits and how to apply. Any questions can be directed to [hiring@ingersollgendercenter.org](mailto: hiring@ingersollgendercenter.org) - no phone calls please.

### **What you can expect from our work space and team:**

- We are currently working remotely until 2021. When we return to the office, our current space is located in the heart of Capitol Hill at 911 E Pike St. You can find more information on accessing our space [here](#).
- We are an unapologetically trans led organization. There is no one way to be trans and we work with and support trans folks of all different genders, sexual orientations, races, ages, abilities, etc. We are looking for folks who will add to our rich understanding of trans identities and challenge privileged perspectives on gender and trans identity.
- While we have ambitious goals and a serious focus on implementing our mission to achieve our vision we encourage proactive self care. We expect folks to actively work to get their needs met and communicate when they need support.

### **Required Experiences and Skills for all positions at Ingersoll:**

- A demonstrated commitment to [our mission, vision and values](#).

- Experience in and/or working with transgender and gender nonconforming communities.
- Ability to speak, read, and write in English; strong candidates may have additional languages skills.
- Strong racial and social justice analysis.
- Experience in and/or working with queer and trans communities of color.
- First hand experience in navigating resources and systems to overcome transphobic barriers and/or advocating for community members to overcome systemic barriers and challenges.
- An ability to communicate with people or groups with varying perspectives or positions.
- Experience supporting and working with people navigating trauma and/or in crisis.

### **Desired Experiences and Skills:**

We don't expect applicants to have all of the following experiences or to be experts in all of the following areas but competitive applicants will have many of the following experiences and skills:

- Crisis response and de-escalation skills.
- Previous experience direct services.
- Ability to set appropriate boundaries.
- Experience with implementing community outreach projects.
- Experience using Google Suite, iWork and Microsoft Office products and basic data entry tools.

### **Responsibilities:**

- Working with our Direct Service Team support community members as they navigate the impacts of COVID-19, including but not limited to:
  - Supporting community members to amend their identity documents.
  - Responding to correspondence from incarcerated folks
  - Supporting with other direct service requests as capacity allows.
- Lead on implementing our community member outreach project.
  - Working with our Program Director and Direct Service Team to reach out to community members that we have served in the past to ensure that they have gotten the support they requested.
- Support with other community engagement efforts to ensure more community members know about our programs and services.
- Follow procedures to complete intake forms and other necessary administrative paperwork in a timely manner
- Abide by all confidentiality practices and procedures

- Support and participate in Ingersoll's general resource and referral program when needed.
- Collaborate with other staff to ensure organizational goals are met

### **Compensation and Benefits:**

- This position is a temporary position and will be paid \$45,000 per year, pro-rated for your start date less standard withholdings and taxes.
- This position offers a \$250 per month health stipend, in lieu of healthcare coverage.
- This position also offers a \$50/month stipend for use of personal phone and \$50/month stipend for personal internet.

### **How to Apply:**

- Due to the urgent need for us to bring new staff on board to respond to community needs at this time we are asking all interested applicants for this position and any other direct service role we are hiring for to submit a general application and be considered for all open direct service positions.
- Please the application materials noted down below via email at [hire@ingersollgendercenter.org](mailto:hire@ingersollgendercenter.org). Use "Direct Service Staff Application - Your name" in the subject line:
  - A cover letter (no longer than two typed pages, size 12 font) that shares with us your passion for working with the transgender community, how you have seen our community specifically impacted by COVID-19 and ranking your interest in the open direct service positions. .
  - A resume (no longer than two typed pages, size 12 font)
  - Two professional references (including phone numbers and email address they can be reached at).
- The interview process will consist of one to two interviews with 3 Ingersoll representatives at each interview.
- Applications will be accepted until all roles are filled; we hope to have successful applicants begin in the beginning of October.

### **Note:**

Due to currently hosting all of our operations remotely we are open to applicants who are able to host regular work hours in PST times (generally for us that's 10am - 6pm with flexibility) but may not currently be located in King County. We do expect that successful applicants will move to King County by the time it is safe to re-open our office.

*Ingersoll Gender Center is an equal opportunity employer. Ingersoll does not discriminate on the basis of race, ethnicity, color, gender identity or presentation, sex, marital status, sexual orientation, age, religion, immigration status, and the presence of any sensory, mental or physical disability in employment, volunteer opportunities or services rendered. Transgender, gender nonconforming, gender diverse, intersex and two-spirit people are **highly encouraged to apply.***