Milwaukee LGBT Community Center

Transgender Resource Specialist (TRS)

Position Summary: For many years the Milwaukee LGBT Community Center has served and continues to serve individuals who identify as transgender. Those individuals currently seek culturally competent services in our youth program, our older adults program, and our counseling and anti-violence program. As part of the direct services team serving the needs of LGBTQI clients, the Transgender Resource Specialist will help ensure that the services we provide in all of our programs best meet the needs of those clients who identify specifically as transgender or questioning. The TRS will also provide case management services to those individuals who need help navigating various community systems and programs.

In addition, working with the full direct services team and Center volunteers who are transgender, the Transgender Resource Specialist will do outreach to the larger community of transgender individuals to acquaint them with the resources available to them at the Center. The TRS will also be involved in providing community education, focusing on transgender-related issues, to the many organizations that seek greater competence in working with individuals who identify as LGBTQI. Finally, the TRS will be involved in advocacy issues and networking with other organizations and agencies involved with members of the transgender community.

Reports to: Director of Client Services

Responsibilities:

- Provides advocacy to transgender, genderqueer, queer, agender, intersex and/or gender non-conforming clients who are victims of crime; specifically intimate partner violence, domestic violence and/or sexual violence.
- Collaborates with community systems to provide safe and appropriate referrals for transgender clients.
- Develops and provides various strategies to raise awareness and educate LGBT+ and allied communities about violence and crime victim services, focusing on the specific needs of those who identify as transgender.
- Increases outreach strategies and creative ways to connect with those is the transgender community who experience themselves as marginalized.
- Engages with law enforcement, criminal justice systems and resources available to crime victims who are transgender.
- Tracks services provided, manage data and records of transgender clientele.
Responds to emergencies and crisis situations from LGBT+ victims of crimes, focusing on those who identify as transgender, including telephone and in-person crisis intervention, accompanying transgender victims to hospitals, physician appointments, court, and serving as a liaison to law enforcement.

Qualifications:

- Must possess extensive knowledge of the transgender, genderqueer, queer, intersex, agender and/or gender non-conforming communities.
- Must have earned a Bachelor’s degree in social work, human services, psychology or a related discipline (we would consider someone who has a Bachelor’s degree in a non-direct services discipline, but who has other experiences that might provide them with the necessary skills.)
- Must have three or more years of relevant experience in direct service.
- Must have relevant knowledge of LGBTQIA cultural issues.
- Must have awareness of and sensitivity to topics of domestic violence, sexual assault and intimate partner violence.
- Must be flexible for nights and weekends.
- Must demonstrate excellent communication and interpersonal skills, and be organized, reliable, and able to maintain privileged client information.
- Must also be familiar and have worked with Microsoft Word, Excel, and Outlook computer programs.
- Must be able to work both independently and as part of a team within the parameters of the program, and to work in a changing environment where there is frequent exposure to stressful/crisis situations.

This is a salaried, full time, grant-funded position. The compensation package includes paid vacation and optional health and dental insurance.

Milwaukee LGBT Community Center is an equal opportunity employer and will recruit, hire and promote qualified persons into all job classifications without regard to race, color, religion, national origin or citizenship status, sex, gender identity or expression, pregnancy, sexual orientation, age, disability, or military status.