



TESSA JOB DESCRIPTION

JOB TITLE:	Rural Advocacy Manager
REPORT TO:	CEO
TIME REQUIREMENT:	40 hours per week, full time, exempt, benefit eligible
RATE OF PAY:	\$50,000/yr.

SYNOPSIS: The Rural Advocacy Manager is responsible for providing coordination and oversight of the rural advocacy program for Teller and Eastern El Paso County. This includes planning and maintaining work systems, procedures, and policies that enable and encourage the optimum performance of the people and other resources within the department. They will also provide rural Domestic Violence, Sexual Violence, Teen Dating Violence, Stalking, and Human Trafficking victims (adults and children) with advocacy, information and referrals, and education. They are also responsible for implementing professional training and increasing community awareness on the issue of Sexual Violence, Intimate Partner Violence, Teen Dating Violence, Stalking, and Human Trafficking.

RESPONSIBILITIES:

MANAGEMENT/SUPERVISION

- Provide direct supervision to rural program staff, volunteers, and interns.
- Serve as point person for rural department day-to-day operations and issues.
- Ensure that all services offer a trauma informed and holistic approach to clients and meets the diverse needs of all rural clients.
- Model appropriate behaviors and client-centered services through regular interactions with staff and volunteers.
- Provide leadership, professional development opportunities, and staff/volunteer management to enhance team process, functioning, and inclusiveness.
- Develop ongoing knowledge and expertise regarding domestic violence and sexual assault.
- Consciously create a workplace culture that is consistent with TESSA's and that emphasizes the identified mission, vision, guiding principles, and values of TESSA.
- Understand department objectives and how they relate to the goals of the agency.
- Maintain transparent communication. Appropriately communicate organization information through department meetings, one-on-one meetings, and appropriate email and regular interpersonal communication.
- Maintain continuous lines of communication, keeping the CEO fully informed of all critical issues and providing regular reports that represent the organization's progress in meeting its goals and implementing work plans and policies.
- Oversee the staff's maintenance of completed client files, including standard forms, progress notes; client contacts; prepares and collects statistical data on a monthly, quarterly, year-end/regular basis.
- Provide the oversight necessary to track, evaluate and manage necessary statistics on clients, volunteers, and staff.



- Oversee annual assessments of rural staff and work with TESSA leadership in all hiring and transition of rural staff.
- Work with the TESSA leadership in identifying short-term and long-term goals along with performance outcomes that will measure success with clients.
- Assist the development team with grant writing and required reports as requested.
- Provide outreach as needed to community partners.
- Provide direct management of all operational expenses to ensure compliance with funder requirements, agency rules and budget parameters.
- Perform other duties and responsibilities, as assigned by the Chief Executive Officer.

CLIENT SERVICES:

- Ensure that all services offer a trauma informed and holistic approach to clients and meets the diverse needs of all clients.
- Provide crisis intervention, information, safety planning, community resource referrals, and support in person and via telephone to survivors of domestic and sexual violence.
- Work cooperatively with other agencies and individuals involved with the client to assure comprehensive service delivery to the survivor and, if applicable, their children.
- Prevent, identify, and remove discriminatory barriers in services provided.
- Deliver programs and services in a manner that is respectful and sensitive to the client's cultural experience.
- Keep all client information confidential as directed by the client.
- Treat clients with respect, dignity, and empathy.

CULTURAL INCLUSIVITY

- Recognize that we hold attitudes and beliefs that can detrimentally influence our perceptions of and interactions with individuals who are diverse from ourselves.
- Recognize the importance of multicultural sensitivity, responsiveness to, knowledge of, and understanding about diversity.
- Apply the principles of multiculturalism and diversity in training and staff development.
- Apply culturally appropriate skills in all interactions with clients, co-workers, volunteers, partner agencies, and other community members.
- Use organizational change processes to support culturally informed organizational policies and procedures.

QUALIFICATIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skill, and ability required for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Bachelor's degree in management, social work program and planning, or a related field is preferred.
- Two years of proven experience in supervision and/or management of staff and programs are required.



- Two years of experience in human services is required, experience in the fields of domestic violence or sexual assault is required.
- An equivalent combination of education and experience may be considered.
- Ability to work with at-risk or special needs populations.
- Strong communication (written and oral) skills.
- Ability to work cooperatively with multi-disciplinary and diverse staff.
- Ability to multi-task and be flexible in a fast-paced environment.
- Understanding of and experience with outcomes-based measurement and evaluation; and
- Displays a positive attitude, works well with others, and accepts direction well.
- Able to work well under stressful and emotionally taxing circumstances and engage in effective self care.
- Able to independently use a computer for word documents, spreadsheets, presentations, email, internet research, data entry and data management.
- Possess vision and hearing sufficient to work on a computer, on the telephone and in person.
- Must be able to remain in a stationary position 50% of the time. Must be able to continually operate computers and other office productivity machinery (i.e., a calculator, copy machine, and computer printer).
- Ability to lift 50lbs, intermittently.
- Experience developing and conducting life skills or educational classes to adults and children is preferred.
- Valid driver's license and car insurance with reliable transportation.
- Able to read, write, and speak English.
- Fluency in Spanish and/or American Sign Language is preferred.
- Must be willing to complete and able to pass background and child abuse and neglect history checks.

TESSA is an equal opportunity employer.