



<b>TESSA JOB DESCRIPTION</b>	
<b>JOB TITLE:</b>	<b>Main Office - Confidential Victim Advocate</b>
<b>REPORTS TO:</b>	Advocacy Manager
<b>TIME REQUIREMENT:</b>	Full-Time   40 Hours/Week   Non-Exempt
<b>LOCATION:</b>	TESSA Main Office
<b>PAY RATE:</b>	\$17.79

**SYNOPSIS:** The person in this position is responsible for providing trauma-informed advocacy to intimate partner violence, sexual violence, stalking, human trafficking victims (adults and children), and provides victims with information, referrals, and education. Advocating for clients includes, but is not limited to, support, safety planning, and crisis intervention. The Main Office - Confidential Victim Advocate also shares responsibility for implementing professional training and increasing community awareness on the issue of sexual assault, intimate partner violence, teen dating violence, stalking, and human trafficking.

**RESPONSIBILITIES:**

CONFIDENTIAL ADVOCACY

- Provide direct support to TESSA clients throughout TESSA programs and locations as needed, which may include, but is not limited to assisting with walk in clients and providing office hours support when Main Office is operating remotely.
- Provides advocacy to clients on all TESSA platforms available to clients as needed, which may include, but is not limited to walk-in services, Safeline coverage, Resource Connect online chats, and services via your direct line.
- Treat clients with respect, dignity, and empathy utilizing Trauma Informed Care best practices.
- Maintain confidentiality as directed by the client or by TESSA’s mandatory reporting obligations.
- Provide education, information, and support to (adults and children) through advocacy and empowerment-based case management services.
- Work cooperatively with other agencies and individuals (e.g., Colorado Springs Police Department and El Paso County Sherriff’s Office Advocates, District Attorney’s Advocates, Department of Human Services staff, and Safe Passage) involved with the client to ensure comprehensive service delivery for clients.
- Provide community response to other agencies such as Safe Passage or hospital as needed.
- Provide court support with manager approval.
- Provide crisis line services including crisis intervention, advocacy support, safety planning, and resource referrals.
- Provide intake interviews and assessments of victims requesting safe housing.
- Develop and demonstrate knowledge and expertise regarding intimate partner violence and sexual assault, stalking, and human trafficking.
- Provide training, instruction, guidance and support to other staff, volunteers, and interns.
- Understand department objectives and how they relate to the goals of the agency.



- Identify gaps in the systems in which the client navigates and address those gaps appropriately.
- Represent TESSA to external partners in a positive, productive manner.

#### RECORD KEEPING

- Provide statistical information and reports on all assigned cases.
- Maintain accurate documentation on every contact with the client.
- Maintain survivor records in a timely and accurate manner.
- Maintain client files and ensure that all appropriate documentation is represented in each file.

#### CULTURAL INCLUSIVITY

- Prevent, identify, and remove discriminatory barriers in services provided.
- Recognize that we all hold attitudes and beliefs that can detrimentally influence our perceptions of and interactions with others.
- 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, staff, volunteers, partner agencies, and other community members.
- Use organizational change processes to support culturally informed organizational policies & procedures.
- Deliver programs and services in a manner that is respectful and sensitive to the client's cultural experience.

#### OTHER

- Commit to TESSA's organizational mission, vision, and operating philosophy of Trauma Informed Care.
- Understand, support, and implement organizational initiatives and strategic plans.
- Attend program, department, and agency staff and other relevant meetings and training as required.
- Other duties and projects as requested by supervisor or Chief Executive Officer.

#### 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 accommodation can be made to enable individuals with disabilities to perform these essential functions.

- Preferred Bachelor's Degree in social work, psychology, criminal justice, behavioral science or related field, and/or two years relevant experience; experience working with victims of domestic violence or sexual assault.



- Must be willing to complete and able to pass background and child abuse and neglect history checks.
- Excellent organization, communication (verbal and written), problem solving, listening, and interpersonal skills.
- Able to pay attention to detail while being able to see the big picture.
- Displays a positive attitude, works well with others, and accepts direction well.
- Able to work well in stressful and emotionally taxing circumstances and engage in effective self-care.
- Ability to empathize, encourage, and guide.
- Self-starter; comfortable working autonomously and in teams.
- 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.
- Ability to lift 50lbs, intermittently.
- Valid driver's license and car insurance with reliable transportation.
- Able to read, write, and speak English, Spanish preferred.
- Ability to work in the United States
- Access to phone/computer/internet for remote work when Main Office is closed.

**TESSA is an equal opportunity employer.**