



TESSA JOB DESCRIPTION

JOB TITLE:	On-Call Advocacy Flex Staff
REPORT TO:	TESSA Programs Managers
TIME COMMITMENT:	2 to 4 Shifts/Month May include: Weekdays, Week Nights, Overnights, Weekends and holidays.

SYNOPSIS: The person in this position is responsible for providing advocacy to Domestic Violence and/or Sexual Assault victims (residential and non-residential), including children. On-call Flex Staff will cover shifts for TESSA's Safehouse, Main Office Advocacy, and/or Childrens Program on an as-needed basis. Shift coverage needs are typically due to illness or vacation taken by regularly scheduled staff, requiring Flex Staff to be available on short notice.

RESPONSIBILITIES:

- Provide Advocacy which includes, but is not limited to: crisis intervention, community referrals, safety planning, and support. Advocacy may be provided in person or via phone calls and Flex Staff coverage may include TESSA's 24/7 Crisis Line.
- Conduct intake interviews and assessments of victims seeking safe housing.
- Provide transportation for clients when necessary and as possible.
- Communicate necessary information in the Safehouse log book and follow up on notations therein.
- Provide assistance paperwork and process assistance for victims seeking Protection Orders.
- Provide coverage for Kid's Club, Family Night, DoVe Kids or other Children's Programming as needed.
- Provide child or teen advocacy/case management services for residential or non-residential families as needed.

CLIENT SERVICES

- Treat clients with respect, dignity, and empathy.
- Establish rapport with clients and their children.
- Maintains confidentiality as directed by the client.
- Identifies client concerns to the appropriate Program Manager or other staff.
- Develop knowledge and expertise regarding Domestic Violence and Sexual Assault.
- Provides education and information to the client to support informed choices.
- Delivers programs and services in a manner that is respectful and sensitive to the client's cultural experience.
- Understands departmental objectives and how they relate to the goals of the agency.

RECORD KEEPING

- Document each client contact per department policy.
- Maintain client records in a timely and accurate manner.
- Communicate and conduct follow-up as necessary and appropriate.
- Assist in collecting client statistics for program management and grant reporting.



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 & procedures.

OTHER

- Commit to TESSA's organizational mission, vision, and operating philosophy.
- Attend staff and other relevant meetings, trainings, and inservices as assigned.
- Other duties and projects as requested by supervisor.

QUALIFICATIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Associates Degree in Social work or equivalent, preferred. High school diploma required. Relevant combination of education and experience may be considered.
- Experience with Domestic Violence and Sexual Assault victims to include children and/or similar populations preferred.
- Available to work weekdays, overnight, weekends, and holidays.
- Excellent organizational, communication (verbal and written), problem solving, listening and inter-personal skills.
- Attention to detail.
- Ability to work well under stressful circumstances.
- Ability to empathize, encourage and guide.
- Current and proficient computer skills.
- Valid driver's license and car insurance.
- Must be willing to complete background checks.
- Ability to read, write and speak English.
- Fluency in Spanish and/or ASL preferred.

To apply, visit www.TESSAcs.org/aboutTESSA/employment.