



TESSA JOB DESCRIPTION

JOB TITLE:	Bilingual Confidential Victim Advocate
REPORT TO:	Safety and Support Program Manager
TIME REQUIREMENT:	40 Hours/Week (Non-Exempt)

SYNOPSIS: This position is for a bilingual advocate (English and Spanish speaking). The person in this position is responsible for providing advocacy to domestic violence and/or sexual assault clients. Advocacy includes, but is not limited to, support, safety planning, information and referrals, assistance with the protective order process, court support, crisis intervention, hospital call-outs and community outreach and education.

RESPONSIBILITIES:

CLIENT SERVICES

- Utilize bilingual skills to serve survivors of domestic and sexual violence
- Provide crisis intervention, information, referrals, safety planning, and support in person and on the phone; complete follow-up with survivor per department policy
- Provide assistance with the protective order process
- Provide education and information to the survivor to support informed choices
- Maintain confidentiality as directed by the survivor and in compliance with Colorado statute
- Facilitate psycho-educational groups for survivors, including evening groups
- Participate in weekly case staffing's
- Work cooperatively with other agencies and individuals involved with the survivor to assure comprehensive service delivery to the survivor and children
- Provide on-call services to survivors of sexual assault or domestic violence to area hospitals
- Deliver programs and services in a manner that is respectful and sensitive to the survivors' cultural experience
- Identify gaps in the systems that survivors navigate and address those gaps appropriately
- Conduct community education presentations, training, and outreach as needed
- Recommend multicultural services, programming, and outreach as appropriate
- Provide training, instruction, guidance and support to volunteers and interns
- Assist with translating materials from English into Spanish
- Understand department objectives and how they relate to the goals of the agency
- Provide support to other departments
- Prevent, identify, and remove discriminatory barriers in services provided
- Work with Advocacy Manager to further develop bilingual resources and advocacy for survivors

RECORD KEEPING

- Complete documentation of initial survivor meeting, e.g. Intake and Contact Summary notes, and any additional documentation associated with survivor contacts per department protocol
- Maintain survivor records in a timely and accurate manner



- Communicate and follows up on necessary information
- Assist in collecting and entering 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 and procedures

Other

- Commit to TESSA's organizational mission, vision, and operating philosophy
- Treat survivors with respect, dignity, and empathy
- Attend staff, other relevant meetings, trainings, and in-services
- Other duties and projects as requested by manager

QUALIFICATIONS AND REQUIREMENTS:

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

- B.A. or B.S. Degree preferred
- Fluency in Spanish required
- Two years relevant experience; equivalent combination of education and/or experience may be considered.
- Knowledge of domestic and sexual violence issues and experience working with DVSA victims
- Excellent organizational, communication, problem solving, and inter-personal skills
- Attention to detail
- Displays a positive attitude, works well with others, and accepts direction well.
- Ability to work well under stressful and emotionally-taxing circumstances and engage in effective self care
- Ability to empathize, encourage and guide
- Available to work evenings or weekends when necessary
- Must be proficient in Microsoft Office and have general computer skills
- Possess vision and hearing sufficient to work on a computer, on the phone and in person
- Ability to lift 50lbs, intermittently
- Valid driver's license and car insurance
- Must be willing to complete background checks



- Ability to read, write and speak English and Spanish
- Fluency in ASL preferred

The following experience/knowledge is not required but helpful:

- Background in direct services for battered women or sexual assault programming
- Familiarity with the criminal and civil court system
- Experience in community organizing

TESSA is an equal opportunity employer.

**For Application Instructions Visit:
www.TESSAcs.org/about-tessa/employment**

This job is open until filled.