



## TESSA JOB DESCRIPTION

**JOB TITLE:** Floater Advocate  
**REPORT TO:** Safehouse Manager  
**TIME REQUIREMENT:** 40 hours a week

**SYNOPSIS:** The person in this position is responsible for providing crisis intervention and advocacy support throughout TESSA programs and service locations. The person in this position will work ten hours a days, four days a week with two overnight shifts required. Advocacy includes, but is not limited to; safety planning, information and referrals, assistance with the protection order process, court support, and Safe Line support. Evenings, weekends, on-call and overnight shifts may be required when needed.

### **RESPONSIBILITIES:**

#### CLIENT AND PROGRAM SERVICES

- Provide direct support to TESSA clients throughout TESSA programs and locations as needed, which may include, but is not limited to: attending court hearings, conducting victim outreach, providing court support, assisting with walk in clients, providing office hours at off-site and satellite locations, and responding to call-outs.
- 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) involved with the client to ensure comprehensive service delivery for clients.
- 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 domestic violence and sexual assault.
- Adhere to work schedule and be available to provide back-up coverage. Provide on-call/after-hours support (AHS) as needed.
- 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 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.
- Provide assistance to Safehouse residents and in the management of their children's behavior when necessary.
- Understand, support, and implement organizational initiatives and strategic plans.
- Attend program, department, and agency staff and other relevant meetings and trainings 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 accommodations can be made to enable individuals with disabilities to perform these essential functions.

- Preferred Bachelor's Degree in social work or related field and/or two years relevant experience; experience working with victims of domestic violence or sexual assault.
- Able to work evenings and weekends, as well as occasional overnight shifts when needed.
- 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 give 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.
- 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.

**TESSA is an equal opportunity employer.**



X

Employee Signature

X

Date