TESSA JOB DESCRIPTION

JOB TITLE:	**RESIDENTIAL SERVICES SPECIALIST**
REPORT TO:	Safehouse Manager
TIME REQUIREMENT:	40 Hours per week **evenings, weekends and some holidays required.**

SYNOPSIS: The person in this position provides advocacy and residential supportive services to residents of TESSA's Safehouse in collaboration with the casework team.

RESPONSIBILITIES:

INTERVENTION / CRISIS LINE

- Provide hotline/phone services including crisis intervention, safety planning, information, referrals, and support.
- Complete intake phone screening and lethality assessments of victims needing safe housing.
- Provide transportation when necessary and possible for Safehouse residents.
- Communicate necessary resident information in the Safehouse database and shift log book; and follow up on notations left there.

CLIENT SERVICES

- Provide Safehouse residents with crisis intervention, safety planning, and general support, treating clients with respect, dignity, and empathy utilizing Trauma Informed Care practice.
- Maintain confidentiality as directed by the client or by TESSA's mandatory reporting obligations.
- Assist in house operations to include, but not limited to: house laundry, room prep, cleaning, shopping, and stocking supplies.
- Provide education, information and support to Safehouse residents and children through advocacy and empowerment-based case management services.
- Work cooperatively with other agencies and individuals (e.g. Colorado Springs Police Department Advocates, El Paso Sherriff's Office Advocates, District Attorney's Advocates, TESSA/ Department of Human Services representatives) involved with the client to assure comprehensive service delivery to the client/children.
- Provide On-call/After-Hours Support (AHS) monthly, or as requested by Safehouse Manager.
- Develop and demonstrate knowledge and expertise regarding domestic violence and sexual assault.
- Facilitate resident meetings, support groups, life skills classes, and informational classes as required.
- Implement Safehouse procedures using Trauma Informed Care practice.
- Attend supervision meetings with the Safehouse Manager as requested.
- Adhere to work schedule and be available to provide back-up/on-call coverage as needed, (outside of regular shift) to support the operations of the Safehouse.
- 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.

- Provide coverage to other programs when needed which may include, but is not limited to: attending court hearings, conducting victim outreach, assisting with walk-in clients, and responding to hospital call-outs.

RECORD KEEPING

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

CULTURAL INCLUSIVITY

- Deliver programs and services in a manner that is respectful and sensitive to the client's cultural experience.
- Participate in the development of multicultural services, programming, and outreach as requested.
- 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 plus 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.
- Prevent, identify, and remove discriminatory barriers in service provision.
- Use organizational change processes to support culturally informed organizational policies & procedures.

OTHER

- Commit to TESSA's organizational mission, vision, and operating philosophy of Trauma Informed Care.
- Attend staff, other relevant meetings, trainings, and in-services as assigned.
- Other duties and projects as requested by supervisor, Program Director, or Chief Executive Officer (CEO).

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, Human Services, or equivalent. Relevant combinations of education and experience may be considered.
- Bachelor's Degree in Social Work, Human Services, or equivalent preferred.
- Experience with victims and/or similar populations preferred.

- Available to work evenings and weekends, as well as provide additional shift coverage as needed including occasional overnight shifts.
- Displays a positive attitude, works well with others, and accepts direction well.
- Experience working with children in a group setting.
- Experience or ability to conduct life skills groups for Safehouse residents.
- Excellent organizational, communication (verbal and written), problem solving, listening and interpersonal skills.
- Attention to detail.
- Ability to work well in stressful and emotionally taxing circumstances and engage in effective self-care.
- Ability to empathize, encourage and guide Safehouse clients.
- Ability to lift 50lbs, intermittently.
- Possess vision and hearing sufficient to work on a computer, on the telephone and in person.
- Able to independently use a computer for word documents, spreadsheets, presentations, email, internet research, data entry and data management.
- Valid driver's license and car insurance.
- Must be willing to complete and able to pass background and child abuse and neglect history checks.
- Ability to read, write and speak English.
- Fluency in Spanish and/or ASL preferred.

TESSA is an equal opportunity employer.

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

This position is open until filled with first review of applicants on November 21, 2020