



## TESSA JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Confidential Victim Advocate - Hospital</b>
<b>REPORT TO:</b>	Safety and Support Manager
<b>TIME REQUIREMENT:</b>	40Hours/Week (Non-Exempt)

**SYNOPSIS:** The person in this position is responsible for providing advocacy intimate partner violence, sexual violence, human trafficking, and stalking at all area hospitals. 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:**

- Work closely with the forensic nurse team, social workers and community partners at Memorial Hospital, as well as staff at other area hospitals, to provide quality advocacy to survivors of intimate partner violence, sexual violence, human trafficking, and stalking.
- Develop relationships with hospital personnel and develop TESSA procedures for the hospital advocacy program.
- Work with Safety and Support Manager and TESSA leadership to develop quality and quantity benchmarks in order to identify gaps in service.
- Attend hospital meetings as requested.
- Provide crisis intervention, information, referrals, safety planning, and support to hospital clients to include being present for forensic nurse examination at the client's request.
- Provide on-call services to survivors of intimate partner violence, sexual violence, human trafficking, and stalking to area hospitals.
- Provide education and information to the client to support informed choices.
- Keep all survivor information confidential as directed by the client.
- Provide oversight and direction to volunteers and interns at area hospitals in accordance with the organization's policies and procedures.
- Treat clients with respect, dignity, and empathy.
- Work cooperatively with other agencies and individuals involved with the client to assure comprehensive service delivery to the survivor and children.
- Develop ongoing knowledge and expertise regarding intimate partner violence, sexual violence, human trafficking, and stalking.
- Deliver programs and services in a manner that is respectful and sensitive to client's cultural experience.
- Provide training, instruction, guidance and support to volunteers and interns of the Safety and Support Department, as well as other TESSA programs, including working with advocates at other TESSA offices as needed.
- Conduct community education presentations, training, and outreach.
- Understand department objectives and how they relate to the goals of the agency.
- Provide support to other departments, when needed.



- Complete documentation of initial client meeting, per department protocol.
- Maintain and update client records in a timely and accurate manner.
- Assist in collecting and entering client statistics for program management and grant reporting.

#### Cultural Inclusivity

- 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.

#### 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 trainings as required.
- Other duties and projects as requested by Safety and Support Manager, Program Director 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 are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- B.A. or B.S. Degree preferred.
- One year relevant experience.
- Knowledge of domestic violence and sexual assault issues and experience working with victims and systems preferred.
- Equivalent combination of education and/or experience may be considered.
- Knowledge of domestic violence and sexual assault issues and experience working with victims and the legal system, preferred.
- Experience in a team-oriented workplace.
- Excellent organizational, communication (verbal and written), problem solving, listening and interpersonal skills.
- Excellent attention to detail.
- 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.
- Possess vision and hearing sufficient to work on a computer, on the telephone and in person.
- Ability to lift 50lbs, intermittently.
- Ability to empathize, encourage and guide.



- Available to work evenings, weekends, or overnights when necessary, on call, or part of a regular schedule.
- 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.
- Ability to read, write and speak English.
- Fluency in Spanish and/or American Sign Language is preferred.
- Must be willing to complete and able to pass background and child abuse and neglect history checks.

**TESSA is an equal opportunity employer.**

**This position is open until filled with first review of applications on December 21, 2020.**