



TESSA JOB DESCRIPTION

JOB TITLE:	Confidential Victim Advocate – Court/Safeline
REPORT TO:	Safety and Support Program Manager
TIME REQUIREMENT:	40 hours a week

SYNOPSIS: This position provides confidential support to victims of intimate partner violence, sexual violence, human trafficking, and stalking through TESSA’s court services, including assisting TESSA’s safeline program.

RESPONSIBILITIES:

- Inform and explain DV Court process and victim choices for involvement in the process.
- Work cooperatively with DV Court members to be the voice of the victims, victim safety, and offender accountability.
- Provide direct support to intimate partner violence, sexual violence, human trafficking, and stalking victims seeking support at criminal and divorce proceedings.
- Provide ongoing follow up of court processes with victims at appropriate intervals.
- Partner with TESSA’s staff to assist victims through the court system.
- Partner with TESSA’s Chief Legal Services Officer to assist victims through the permanent protection order process.
- Work cooperatively with other agencies and individuals involved with the client to assure comprehensive service delivery to the survivor and children.
- Develop and demonstrate knowledge and expertise regarding intimate partner violence, sexual violence, human trafficking, and stalking, along with the court system.
- Enter and manage court data in a timely manner according to the policy and procedures manual.
- Provide callers with information and referral and provide callers who are survivors of domestic and sexual violence with crisis intervention, safety planning, and direct connection to resources.
- Work with community providers and other entities to support victims.
- Provide comprehensive support including securing assistance with translation as needed.
- Keep up to date information about community resources to provide immediate and effective referrals.
- Document each caller/client contact per TESSA policy.
- Provide On-call/After-Hours Support (AHS) monthly, or as requested by Safehouse Manager.
- Deliver programs and services in a manner that is respectful and sensitive to client’s cultural experience.
- Identify gaps in the systems in which the client navigates and address those gaps with leadership appropriately.
- Understand department objectives and how they relate to the goals of the agency.
- 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.



Safe place. Safe families. Safe future.

- 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.

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 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.

- Prefer Bachelor's Degree in social work or related field and/or two years relevant experience; prefer experience working with victims of intimate partner 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. Bilingual or American Sign Language preferred.

TESSA is an equal opportunity employer.